

2011

Missouri

Real Estate Malpractice Insurance Report

**Statistics Section
July 2012**



DIFP

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Governor

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Financial Institutions &
Professional Registration

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Director

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summary information: <http://difp.mo.gov/about.php>
3. ***Missouri Life, Accident & Health Supplement Data***
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5. ***Missouri Medical Malpractice (Closed Claim) Report***
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7. ***Missouri Property & Casualty Supplement Report***
summary information: <http://insurance.mo.gov/reports/suppdata/>
8. ***Missouri Real Estate Malpractice (Closed Claim) Report***
summary information: <http://insurance.mo.gov/reports/remal/>
9. ***Mortgage Guaranty Report***
summary information: <http://insurance.mo.gov/reports/mortguar/>
10. ***Missouri Health Maintenance Organization Report***
summary information: <http://insurance.mo.gov/reports/hmo/>

Databases: For more information: <http://insurance.mo.gov/reports/>

1. Medicare Supplement Experience Data
2. Commercial Liability Experience Data
3. Missouri **Zip Code Insurance Data** for:
 - Homeowners/Dwelling Fire,
 - Farmowners (dwelling only),
 - Mobile Home,
 - Earthquake, and
 - Private Passenger Automobile

Some data is available to the public for a fee by special request only. For additional information, contact the **Statistics Section at (573) 751-4126**.

DEFINITION OF TERMS

Market Share: The dollar amount of direct premium written by an insurer divided by the total amount of direct premiums written industry-wide for the particular line of business being analyzed, expressed as a percentage.

Written Premium: Amount charged when a policyholder contracts for insurance coverage before reinsurance has been ceded and/or assumed.

Earned Premium: The part of premium attributable to the coverage already provided, in a given period, before reinsurance has been ceded and/or assumed.

Incurred Losses: The sum of direct losses paid, plus an estimate at the close of the year of the amounts to be paid in the future, for all claims arising from the current and all prior years, minus the corresponding estimate made at the close of business for the preceding year. Incurred losses reported include estimated amounts unpaid for incurred-but-not-reported (IBNR) claims.

Loss Ratio: The dollar amount of direct losses incurred divided by the dollar amount of premiums earned for the particular line of business being analyzed, expressed as a percentage. This is an accounting representation of the portion of each premium dollar which is needed to honor a company's promise to pay claims.

Indemnity Paid: The sum of all payments made during the year for the benefit of insurance claimants, before reinsurance has been ceded and/or assumed. These payments include amounts paid in the current year for claims arising from the current year. Hence, this item is not a measure of the actual cost of current coverages, but only of current cash flows.

Loss Adjustment Expenses: The cost involved in an insurance companies adjustment of losses under a policy.

Real Estate Malpractice Insurance Report

Executive Summary

This report summarizes Missouri real estate malpractice data for 2002 to 2011. The charts, graphs and tables are limited to closed claim information and were constructed from data collected by the department as required by Section 383.060 RSMo. The premium and loss data are presented in the final section. The data were obtained from the Missouri Page 19 Supplement to the companies' annual statements.

In 2011, real estate malpractice insurers reported claim losses equal to -8 percent of premium, and paid defense costs equal to 62 percent of premium. Together, losses plus defense costs totaled 54 percent of earned premium. This figure totaled 80 percent over the past five years, and 129 percent over the prior ten years.

In 2011, 71 claims against realtors were closed, of which 24 were closed with payment. Claim payments averaged \$8,425, while defense costs averaged \$17,226. Over the last ten years, insurers paid claims totaling \$2.4 million, and defense costs equal to \$5.4 million. During the same period, 849 real estate malpractice claims were closed in Missouri — of these 27 percent resulted in a payment. The number of claims closed in 2011 (71 claims) was significantly lower than ten-year high in 2005 (124 claims).

In Section II, indemnity amounts are categorized by claim characteristics, including:

- Area of real estate in which the claims were filed.
- Major activity in which the agent was engaged when the alleged error or omission occurred.
- Alleged error or omission that was the most significant reason for the claim.

- The legal disposition of the claim at the closing date.
- The number of years the insured had been in practice at the time of the alleged error or omission.
- The relationship of the insured to the claimant.

Seven companies reported writing real estate malpractice insurance business in Missouri during 2011 with Continental Casualty Company commanding 61 percent of the market.

This report was compiled using information submitted by the insurance companies. As a result, the accuracy of this report is dependent upon the accuracy of each company's data. Copies of this report will be made available in braille, large print or on audio cassette upon request. Questions regarding this report should be directed to the Statistics Section, Department of Insurance, Financial Institutions & Professional Registration, P.O. Box 690, Jefferson City, Missouri 65102-0690.

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**TEN YEAR
SUMMARY
(2002-2011)**

REAL ESTATE MALPRACTICE INSURANCE

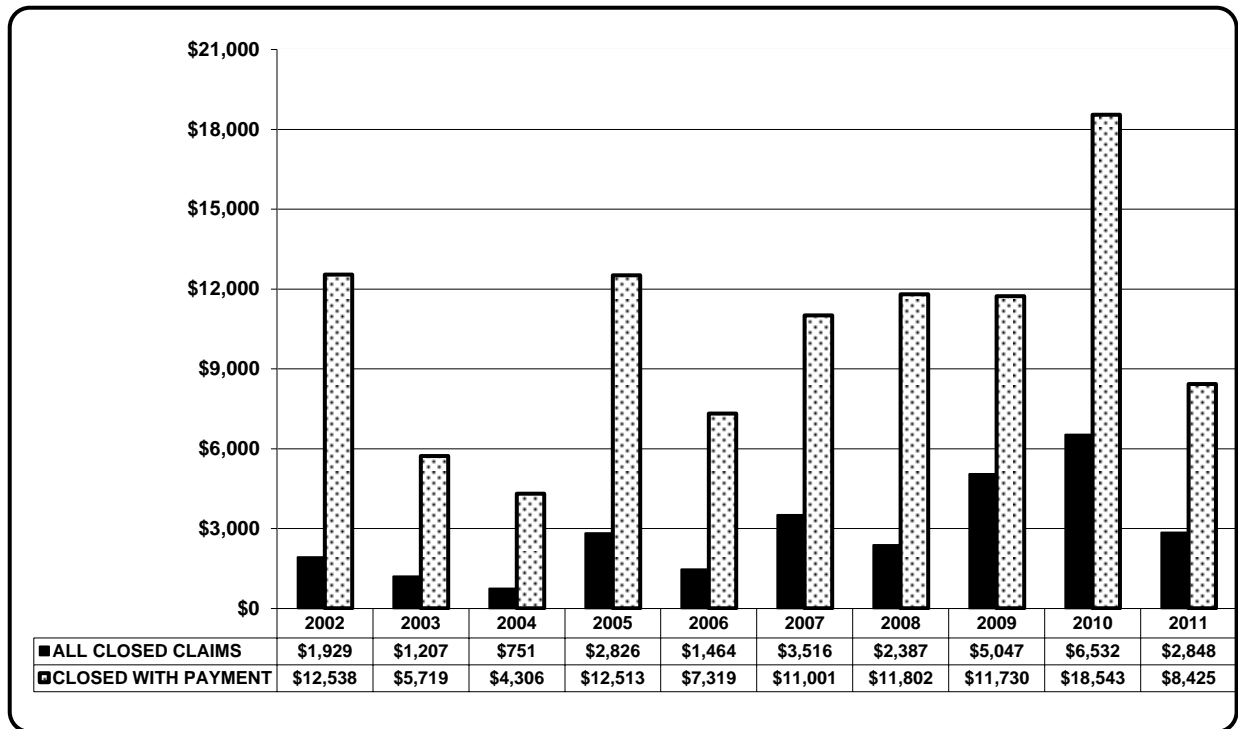
TEN YEAR SUMMARY

2002-2011

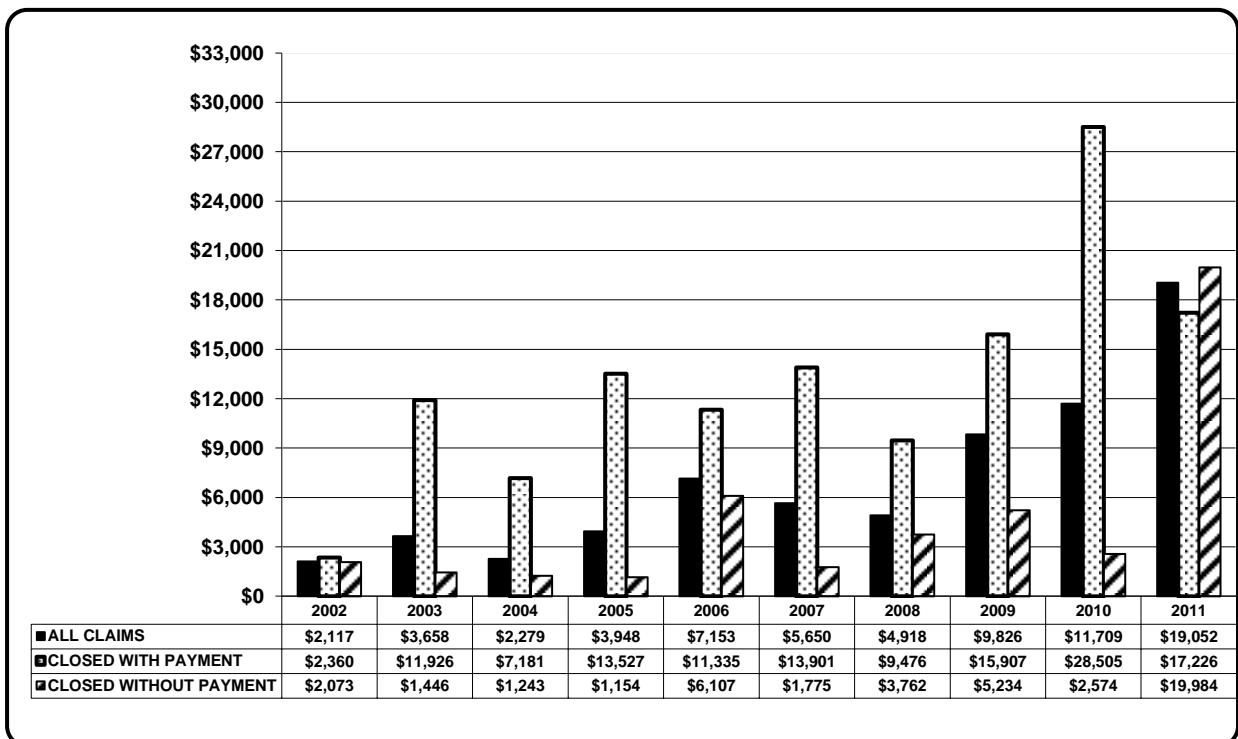
CLOSED CLAIMS	NUMBER OF CLAIMS	PERCENT OF CLAIMS	TOTAL INDEMNITY PAID	AVERAGE INDEMNITY PAID	TOTAL LOSS EXPENSES PAID	AVERAGE LOSS EXPENSE PAID
All Closed Claims	849	100.0%	\$2,474,052	\$2,914	\$5,809,707	\$6,843
Closed with Payment	225	27.0%	\$2,474,052	\$10,996	\$3,398,072	\$15,103
Closed without Payment	624	73.0%	\$0	\$0	\$2,411,635	\$3,865

MISSOURI REAL ESTATE MALPRACTICE INSURANCE

Average Paid Claim

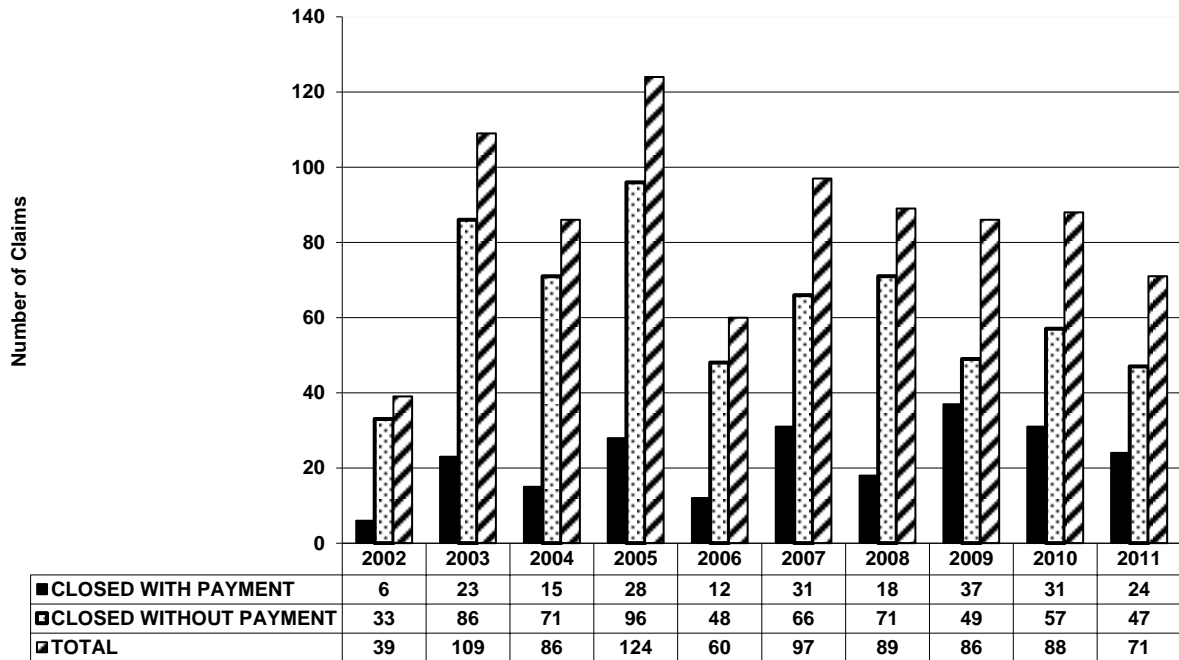


Average Paid Loss Adjustment Expense



MISSOURI REAL ESTATE MALPRACTICE INSURANCE

Claim Count



**TEN YEAR SUMMARY
&
2011 SUMMARY
BY
AREA OF REAL ESTATE**

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

FOR YEARS 2002-2011

AREA OF REAL ESTATE	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
AS AGENT TO PROCURE PURCHASE OF PROPERTY	655	177	78.67%	\$11,065	\$1,958,528	79.16%	\$5,829
AS AGENT TO PROCURE PROPERTY TO PURCHASE	194	48	21.33%	\$10,740	\$515,524	20.84%	\$10,267
TOTAL	849	225	100.00%	\$10,996	\$2,474,052	100.00%	\$6,843

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

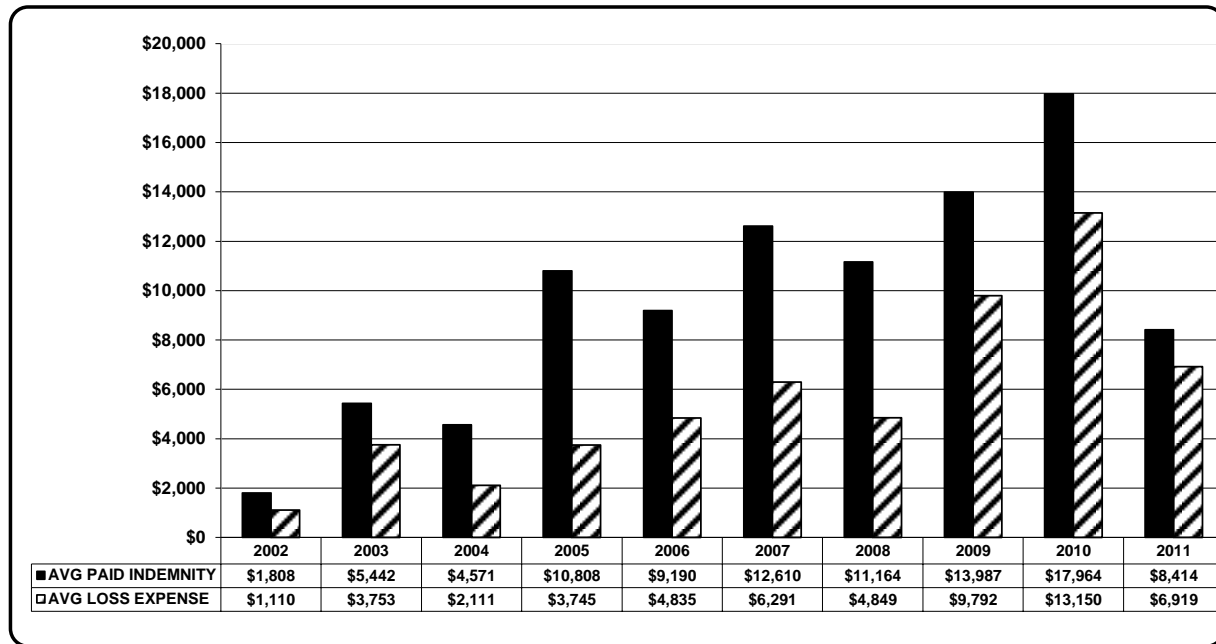
CLAIMS CLOSED IN 2011

AREA OF REAL ESTATE	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
AS AGENT TO PROCURE PURCHASE OF PROPERTY	54	21	87.50%	\$8,414	\$176,693	87.39%	\$6,919
AS AGENT TO PROCURE PROPERTY TO PURCHASE	17	3	12.50%	\$8,500	\$25,500	12.61%	\$57,589
TOTAL	71	24	100.00%	\$8,425	\$202,193	100.00%	\$19,052

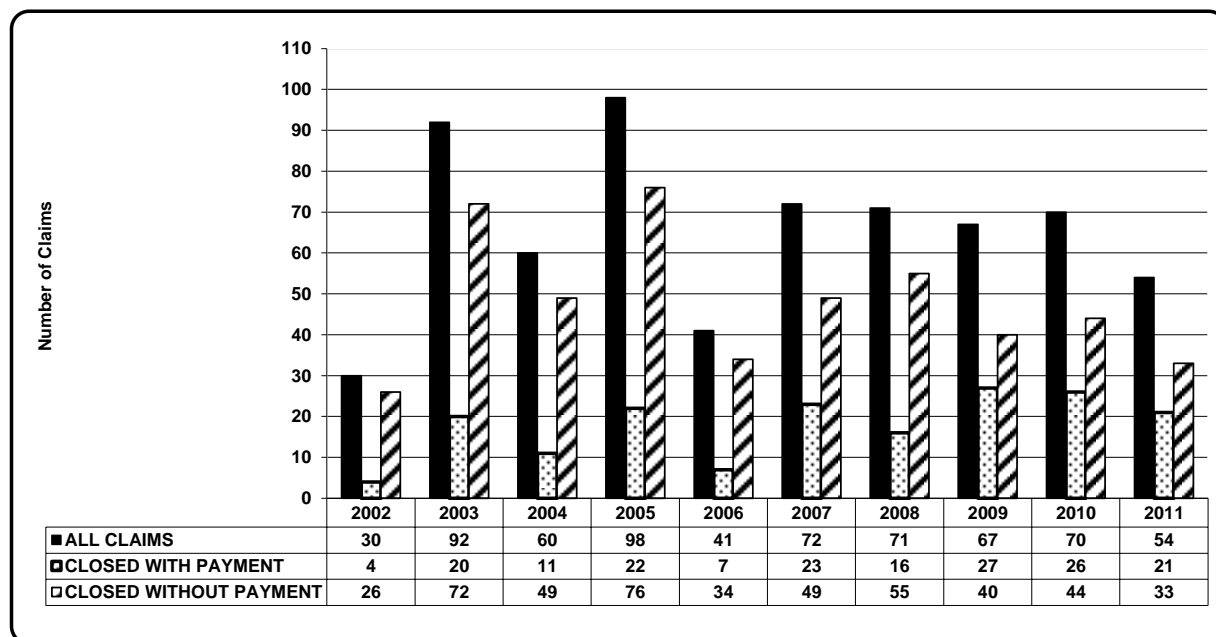
**AREA OF REAL ESTATE
TRENDS
OF
2011**

AS AGENT TO PROCURE PURCHASE OF PROPERTY (Seller)

Average Paid Indemnity & Average Loss Expense

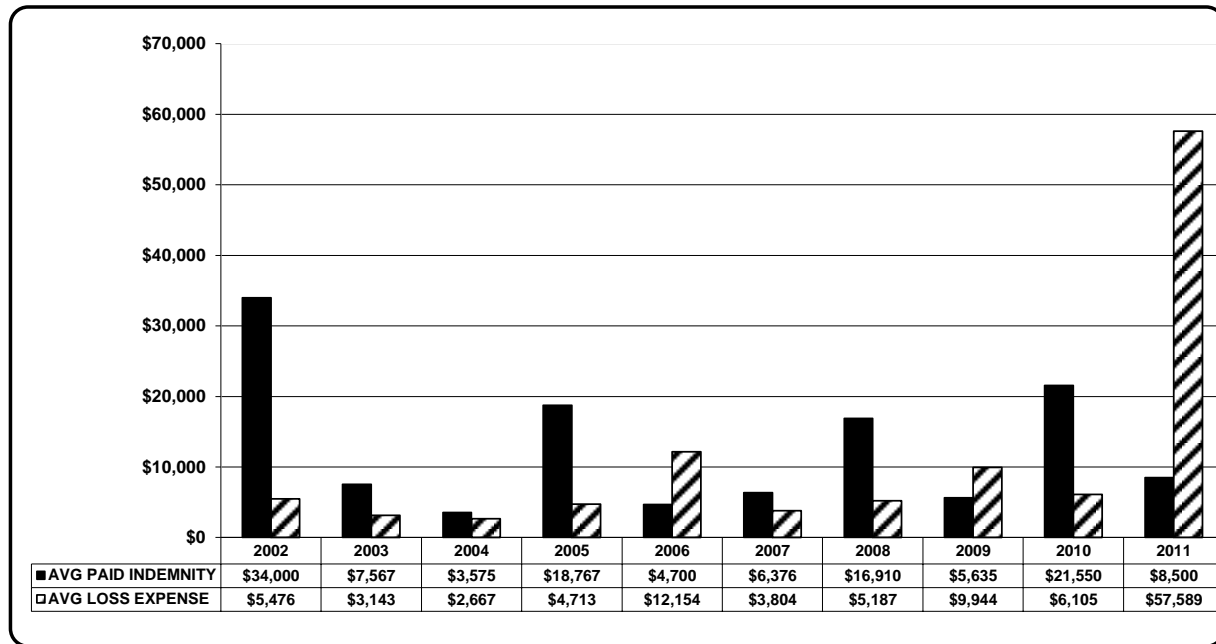


Claim Count

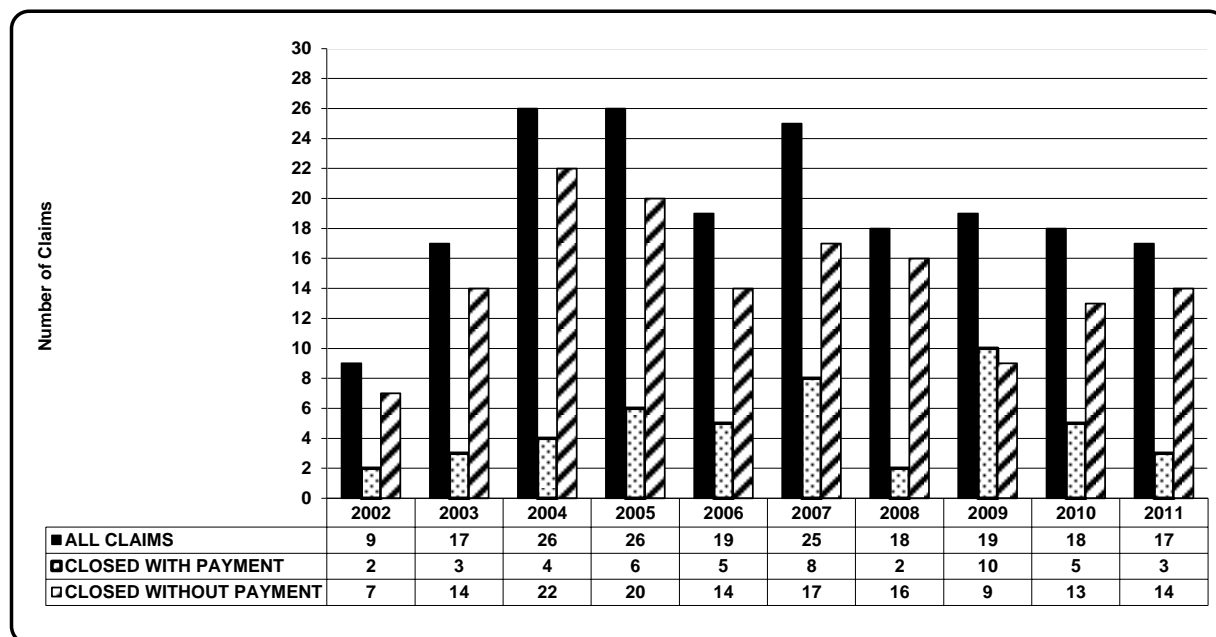


AS AGENT TO PROCURE PROPERTY TO PURCHASE (Buyer)

Average Paid Indemnity & Average Loss Expense



Claim Count



**TEN YEAR SUMMARY
&
2011 SUMMARY
BY
MAJOR ACTIVITY**

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

FOR YEARS 2002-2011

MAJOR ACTIVITY CODE	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
LISTING THE PROPERTY FOR SALE	531	134	59.56%	\$9,954	\$1,333,793	53.91%	\$5,610
SHOWING PROPERTY	212	50	22.22%	\$10,835	\$541,745	21.90%	\$9,650
CLOSING AND TRANSFERRING TITLE	106	41	18.22%	\$14,598	\$598,514	24.19%	\$7,407
TOTAL	849	225	100.00%	\$10,996	\$2,474,052	100.00%	\$6,843

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

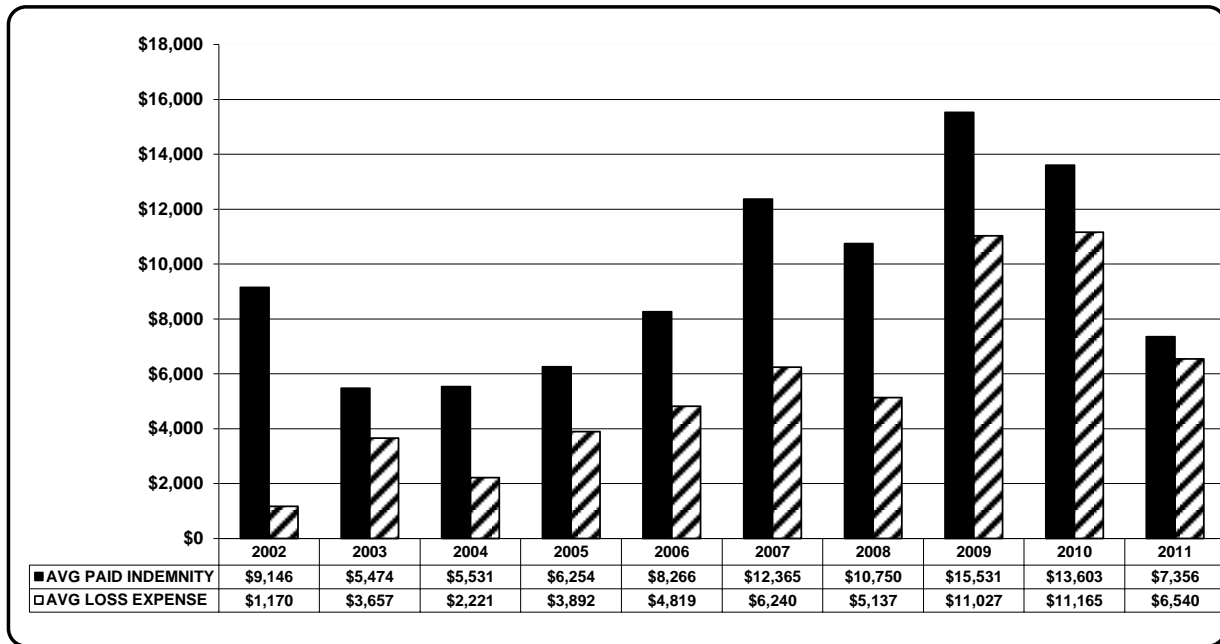
CLAIMS CLOSED IN 2011

MAJOR ACTIVITY CODE	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
LISTING THE PROPERTY FOR SALE	44	16	66.67%	\$7,356	\$117,693	58.21%	\$6,540
SHOWING PROPERTY	21	5	20.83%	\$11,300	\$56,500	27.94%	\$47,851
CLOSING AND TRANSFERRING TITLE	6	3	12.50%	\$9,333	\$28,000	13.85%	\$10,002
TOTAL	71	24	100.00%	\$8,425	\$202,193	100.00%	\$19,052

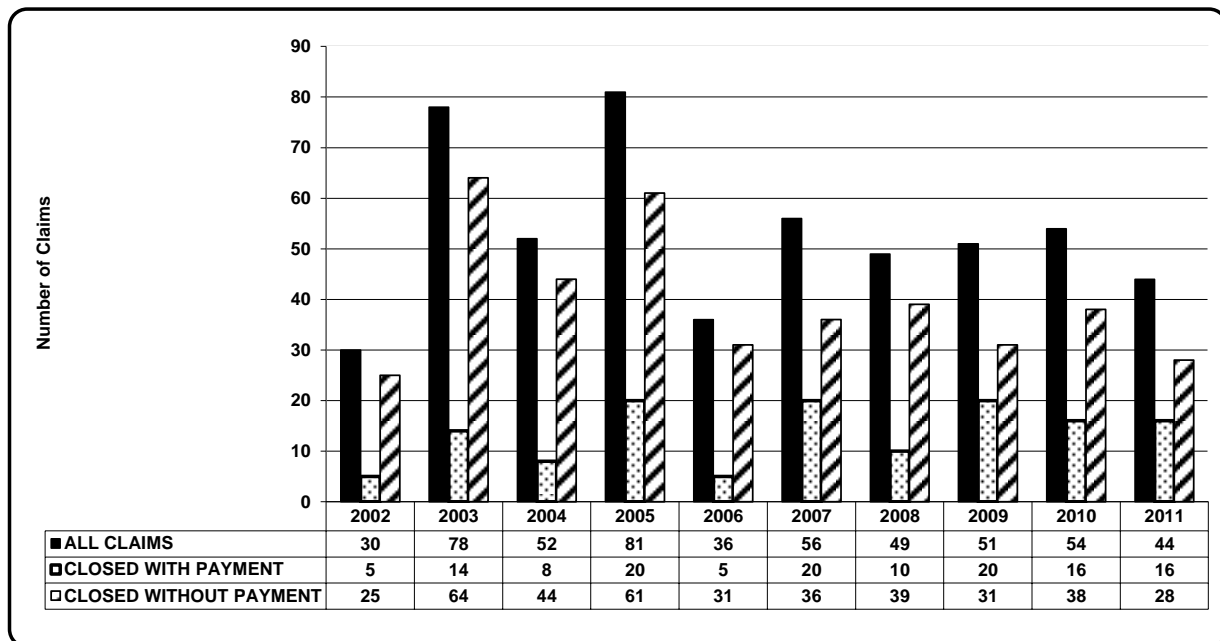
**MAJOR ACTIVITY
TRENDS
OF
2011**

LISTING THE PROPERTY FOR SALE

Average Paid Indemnity & Average Loss Expense

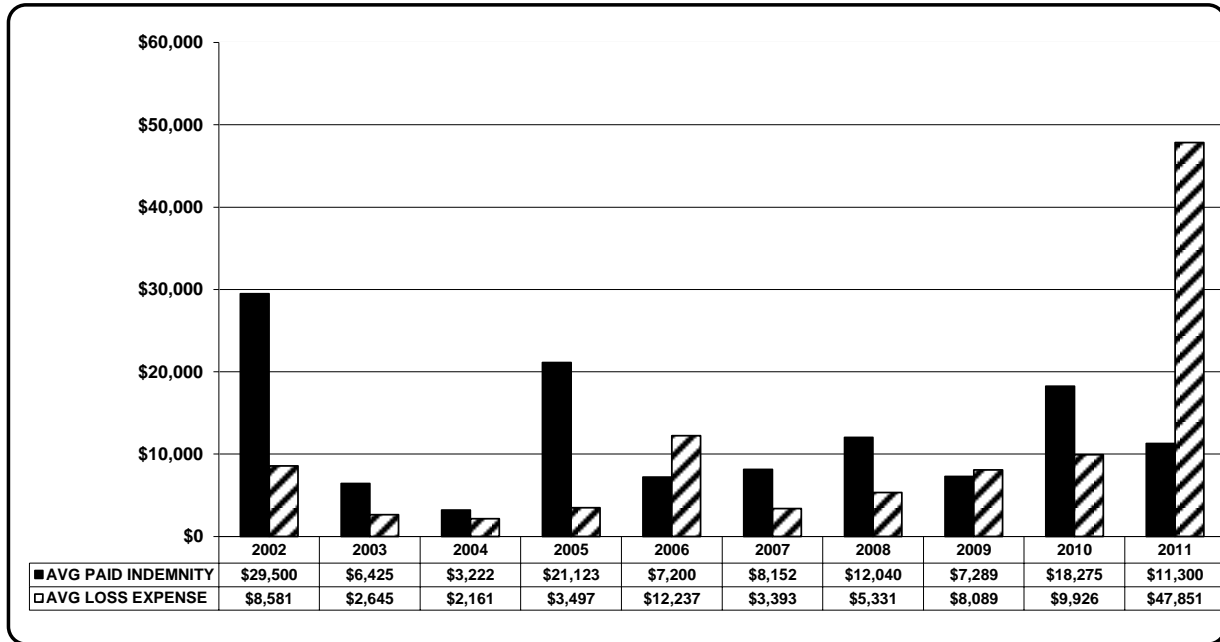


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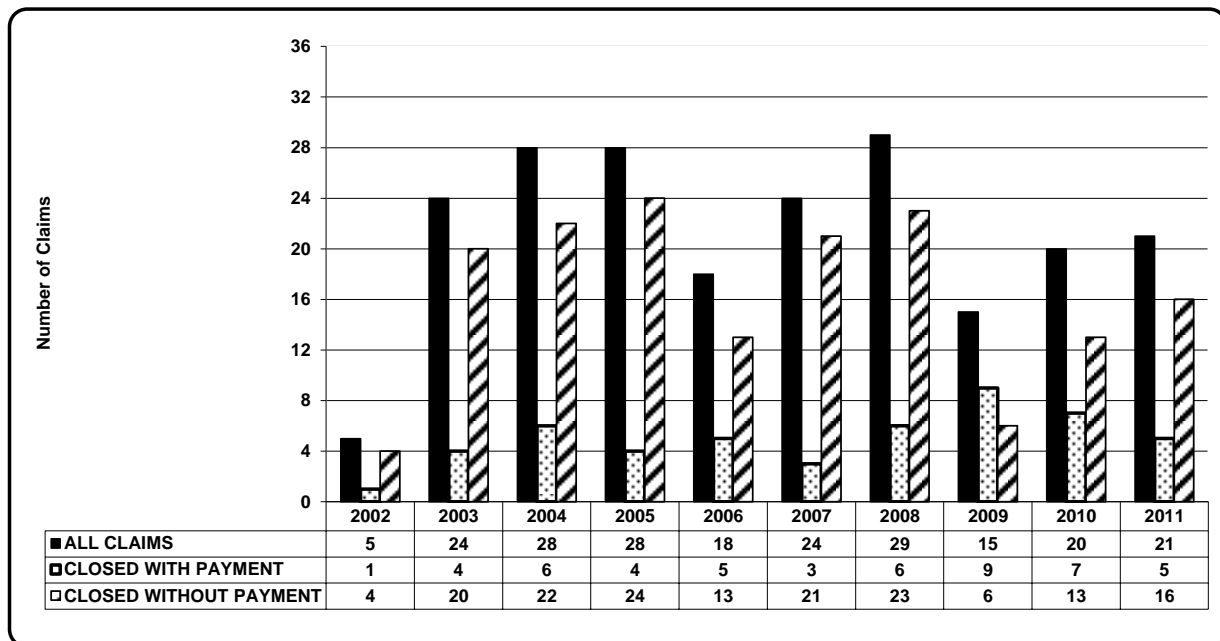


SHOWING PROPERTY

Average Paid Indemnity & Average Loss Expense

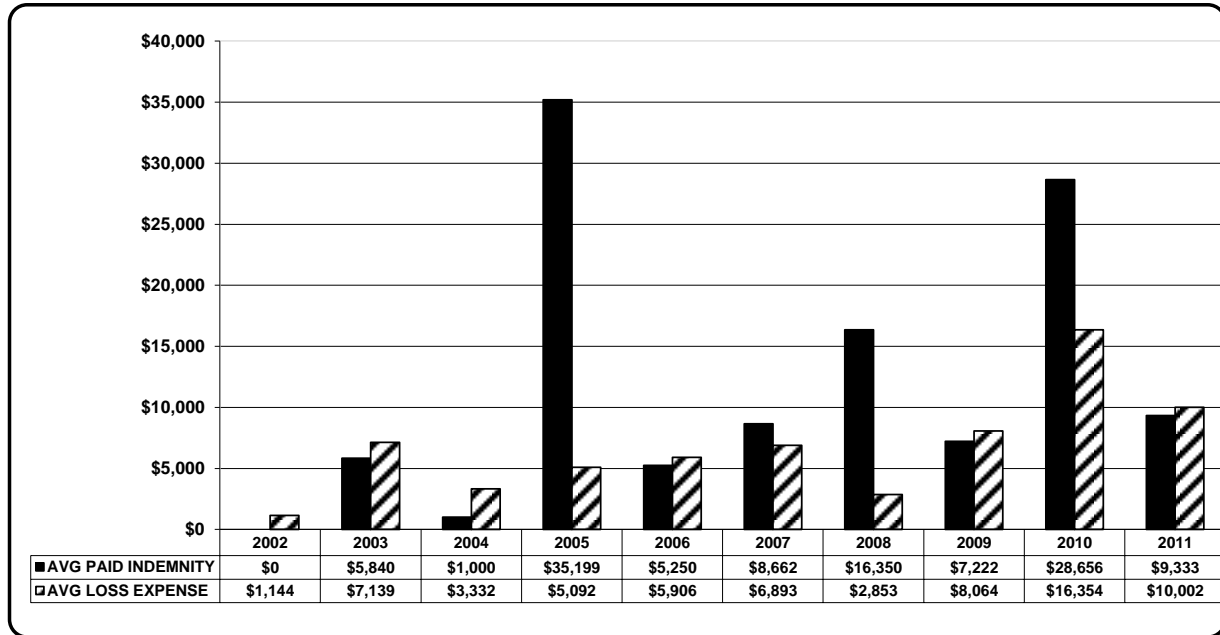


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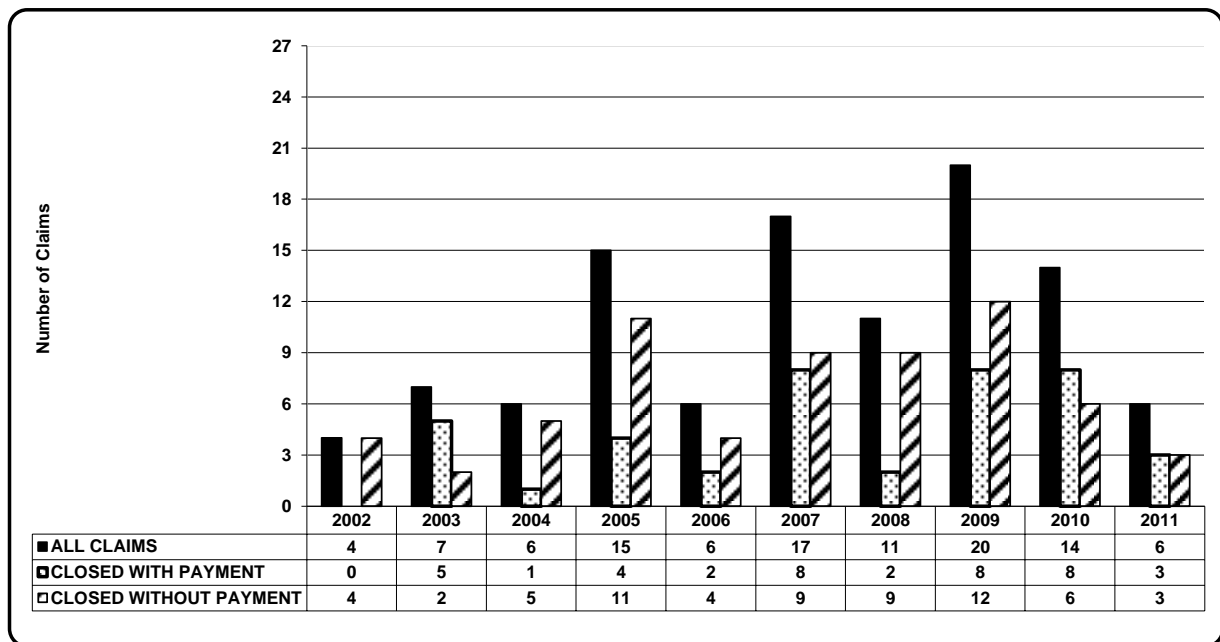


CLOSING AND TRANSFERRING TITLE

Average Paid Indemnity & Average Loss Expense



Claim Count



**TEN YEAR SUMMARY
&
2011 SUMMARY
BY
ALLEGED ERROR OR OMISSION**

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

FOR YEARS 2002-2011

ALLEGED ERROR OR OMISSION	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
FAILURE TO DISCLOSE MATERIAL FACT	567	175	77.78%	\$10,380	\$1,816,532	73.42%	\$7,679
OTHER	215	33	14.67%	\$15,987	\$527,570	21.32%	\$3,856
FAILURE TO CORRECTLY COMPLETE FORMS	67	17	7.56%	\$7,644	\$129,950	5.25%	\$9,352
TOTAL	849	225	100.00%	\$10,996	\$2,474,052	100.00%	\$6,843

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

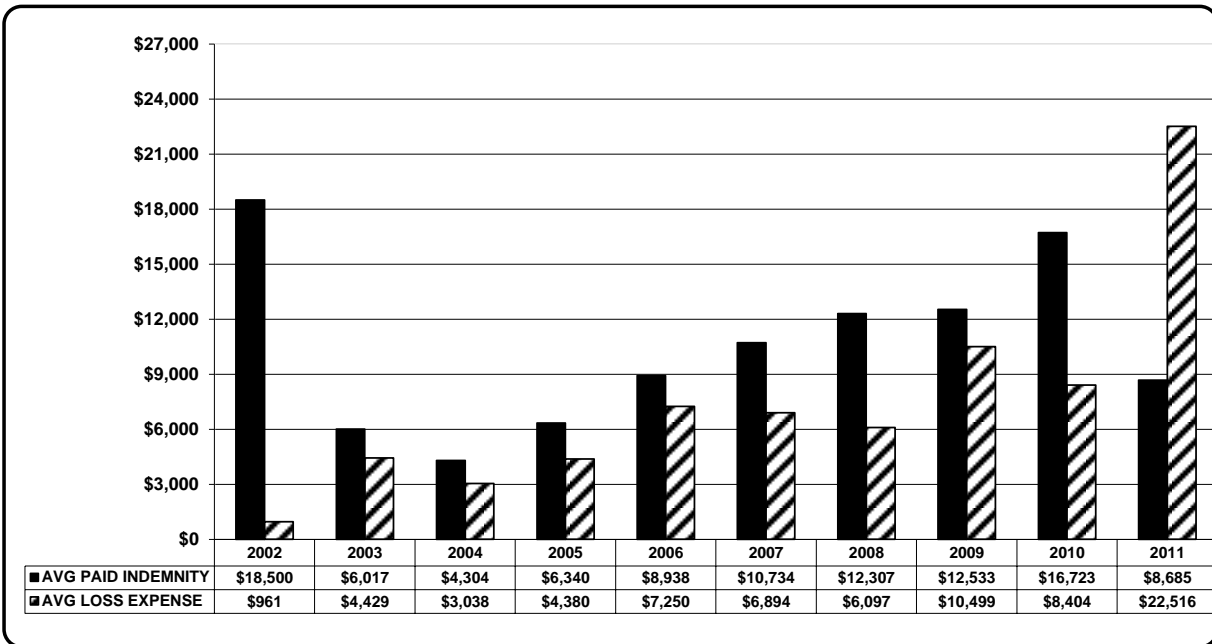
CLAIMS CLOSED IN 2011

ALLEGED ERROR OR OMISSION	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
FAILURE TO DISCLOSE MATERIAL FACT	48	20	83.33%	\$8,685	\$173,693	85.90%	\$26,738
OTHER	17	3	12.50%	\$8,500	\$25,500	12.61%	\$2,516
FAILURE TO CORRECTLY COMPLETE FORMS	6	1	4.17%	\$3,000	\$3,000	1.48%	\$4,414
TOTAL	71	24	100.00%	\$8,425	\$202,193	100.00%	\$19,052

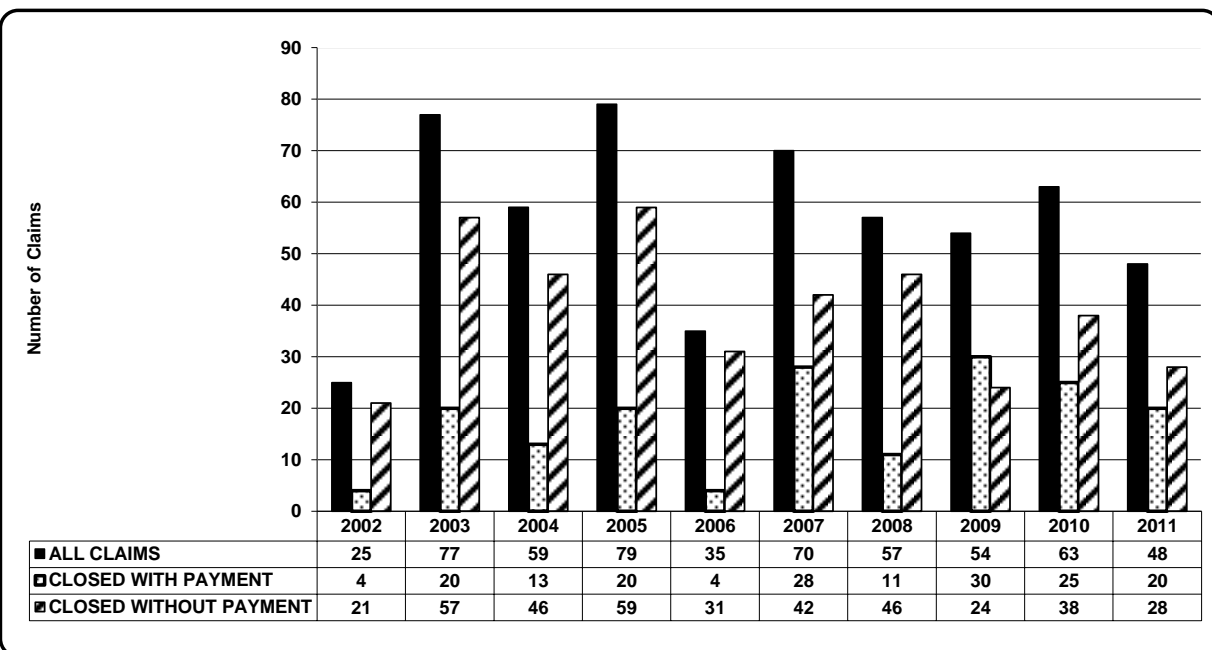
**ALLEGED ERROR OR OMISSION
TRENDS
OF
2011**

FAILURE TO DISCLOSE MATERIAL FACT ABOUT THE PROPERTY

Average Paid Indemnity & Average Loss Expense

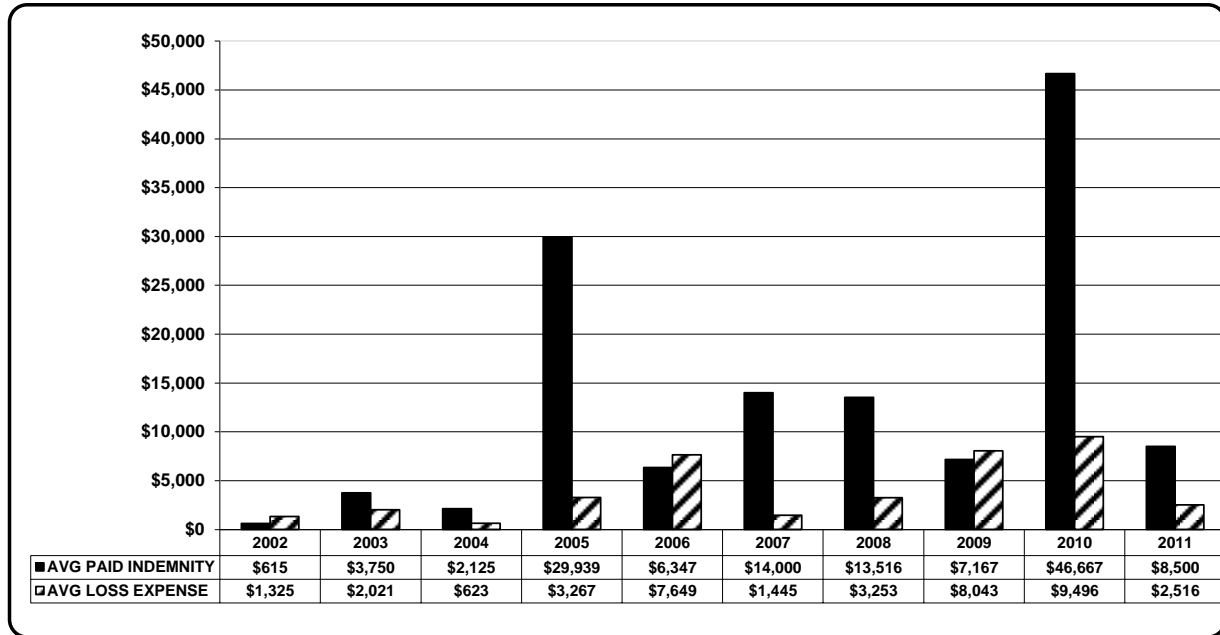


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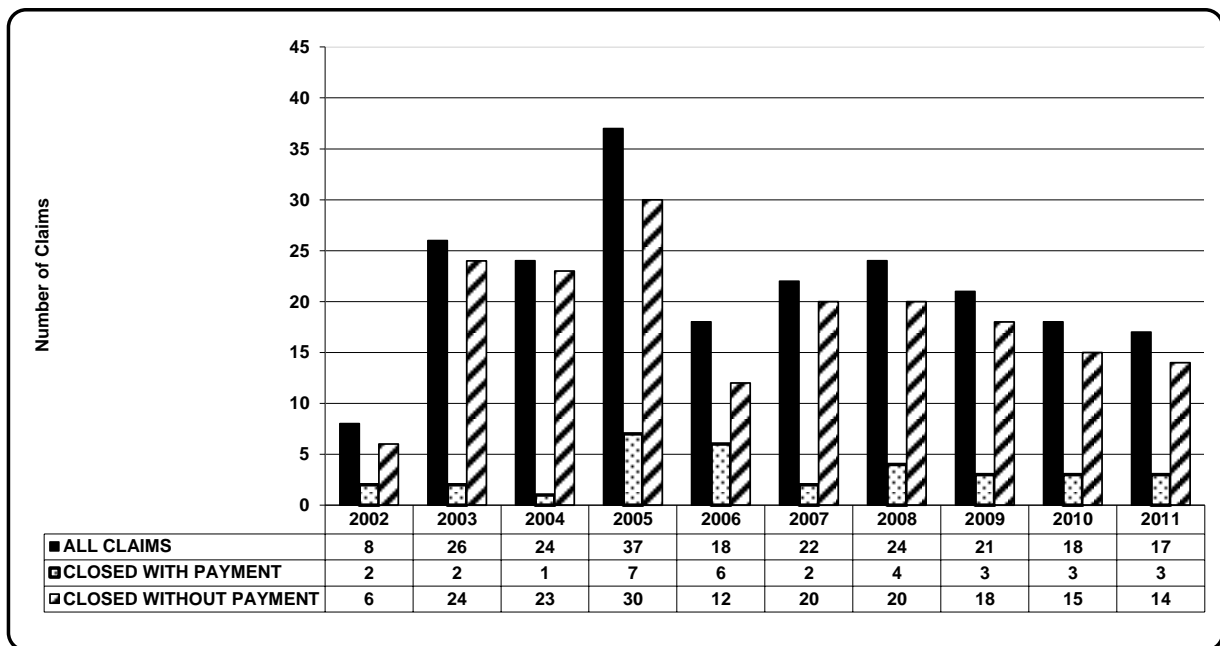


OTHER

Average Paid Indemnity & Average Loss Expense

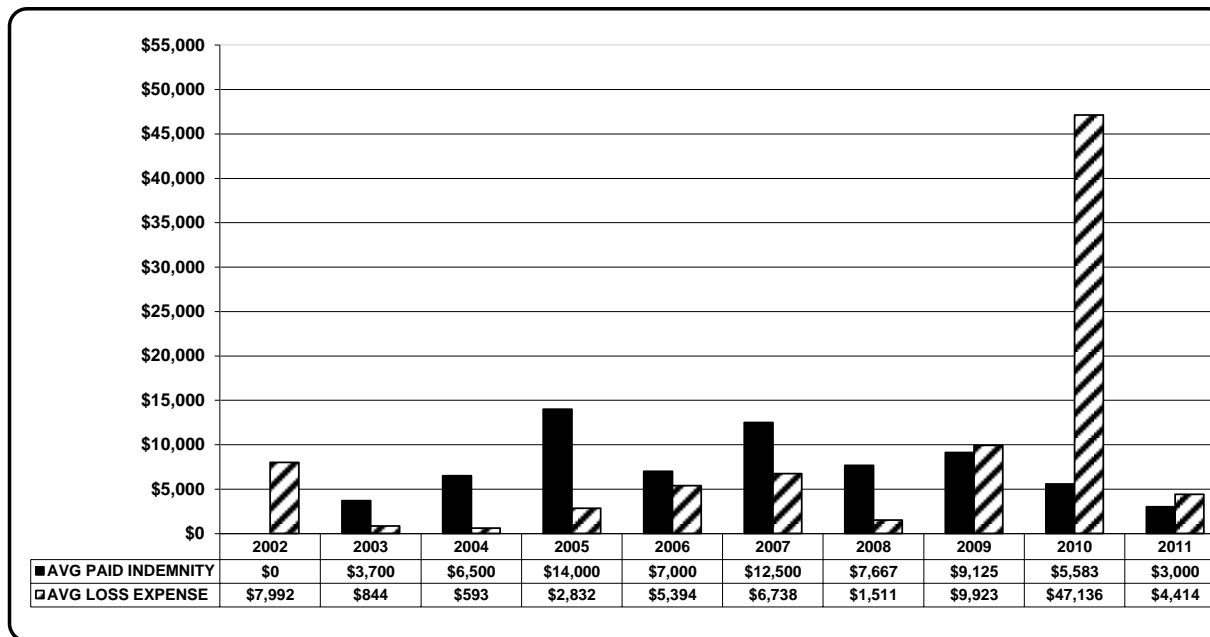


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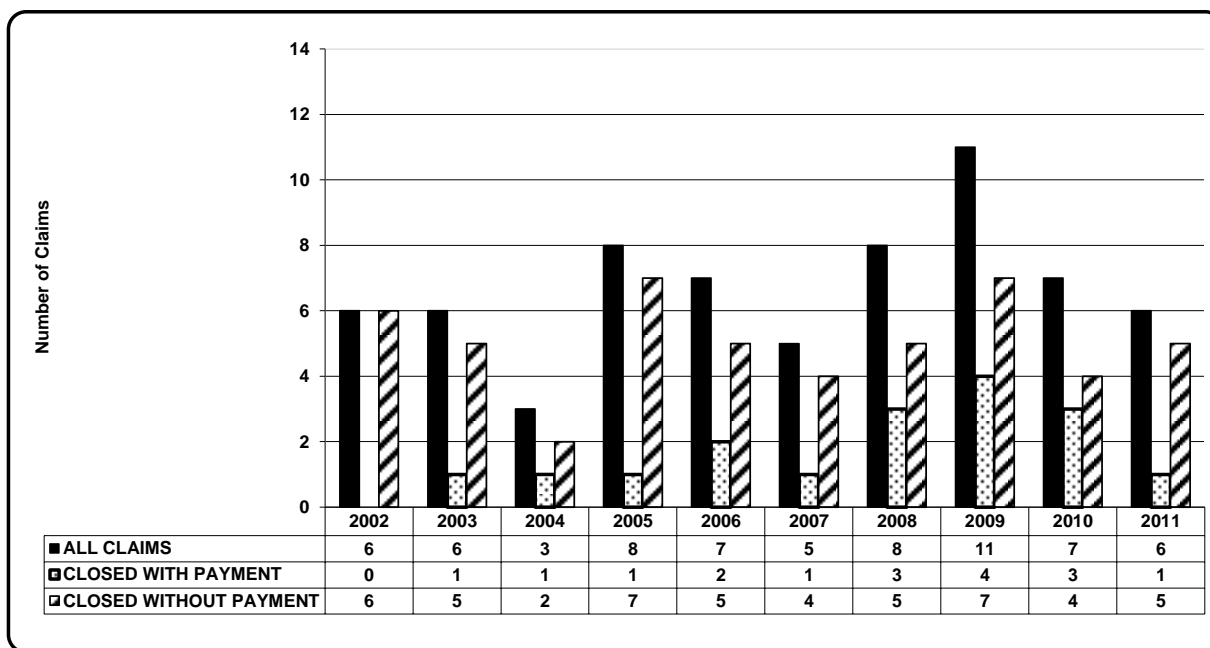


FAILURE TO CORRECTLY COMPLETE FORMS TO TRANSFER OWNERSHIP

Average Paid Indemnity & Average Loss Expense



Claim Count



**TEN YEAR SUMMARY
&
2011 SUMMARY
BY
CLAIM DISPOSITION**

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

FOR YEARS 2002-2011

CLAIM DISPOSITION	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
BEFORE TRIAL OR HEARING	327	170	75.56%	\$10,595	\$1,801,200	72.80%	\$14,593
BEFORE FILING SUIT OR DEMANDING HEARING	314	47	20.89%	\$8,579	\$403,195	16.30%	\$1,177
CLAIM OR SUIT ABANDONED	160	0	0.00%	N/A	\$0	0.00%	\$987
AFTER JUDGMENT, BEFORE APPEAL	28	5	2.22%	\$24,931	\$124,657	5.04%	\$8,494
DURING TRIAL OR HEARING	11	2	0.89%	\$70,000	\$140,000	5.66%	\$13,886
AFTER APPEAL	4	0	0.00%	N/A	\$0	0.00%	\$26,188
AFTER TRIAL OR HEARING, BEFORE JUDGMENT	4	1	0.44%	\$5,000	\$5,000	0.20%	\$3,794
DURING APPEAL	1	0	0.00%	N/A	\$0	0.00%	\$0
TOTAL	849	225	100.00%	\$10,996	\$2,474,052	100.00%	\$6,843

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

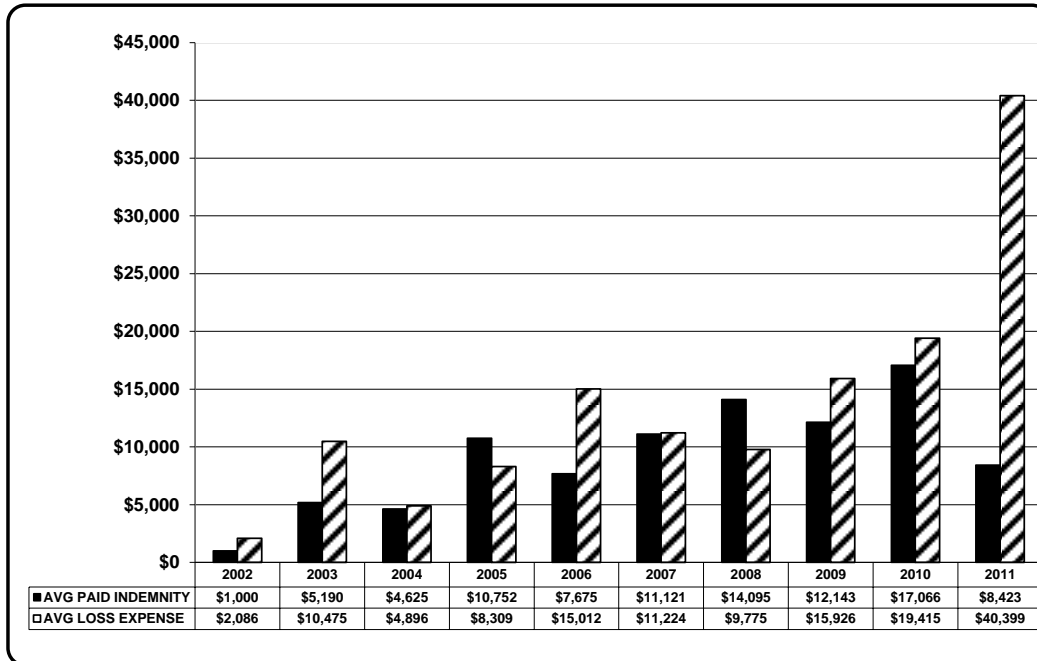
CLAIMS CLOSED IN 2011

CLAIM DISPOSITION	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
BEFORE TRIAL OR HEARING	32	21	87.50%	\$8,423	\$176,893	87.49%	\$40,399
CLAIM OR SUIT ABANDONED	18	0	0.00%	N/A	\$0	0.00%	\$1,921
BEFORE FILING SUIT OR DEMANDING HEARING	17	3	12.50%	\$8,433	\$25,300	12.51%	\$1,151
AFTER APPEAL	1	0	0.00%	N/A	\$0	0.00%	\$0
AFTER JUDGMENT, BEFORE APPEAL	1	0	0.00%	N/A	\$0	0.00%	\$1,044
AFTER TRIAL OR HEARING, BEFORE JUDGMENT	1	0	0.00%	N/A	\$0	0.00%	\$0
DURING TRIAL OR HEARING	1	0	0.00%	N/A	\$0	0.00%	\$4,729
TOTAL	71	24	100.00%	\$8,425	\$202,193	100.00%	\$19,052

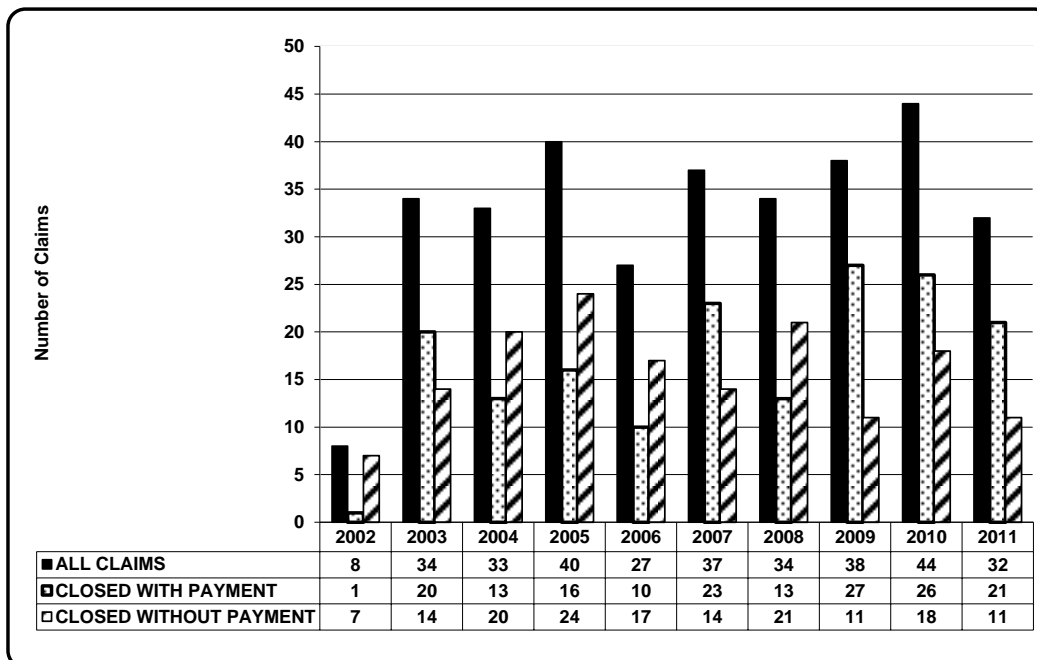
**CLAIM DISPOSITION
TRENDS
OF
2011**

BEFORE TRIAL OR HEARING

Average Paid Indemnity & Average Loss Expense

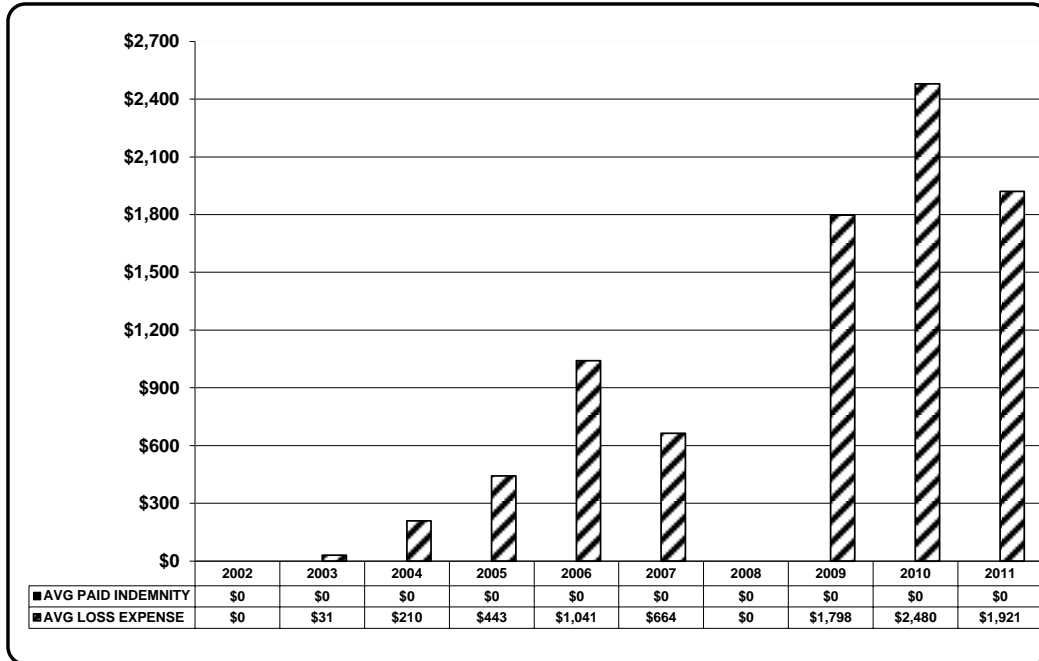


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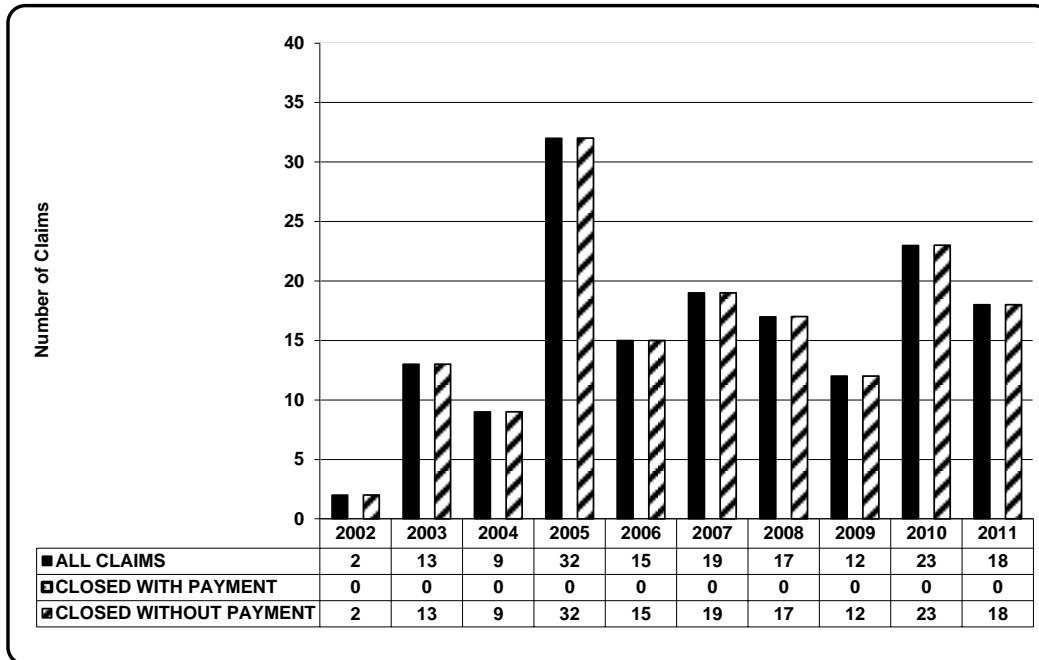


CLAIM OR SUIT ABANDONED

Average Paid Indemnity & Average Loss Expense

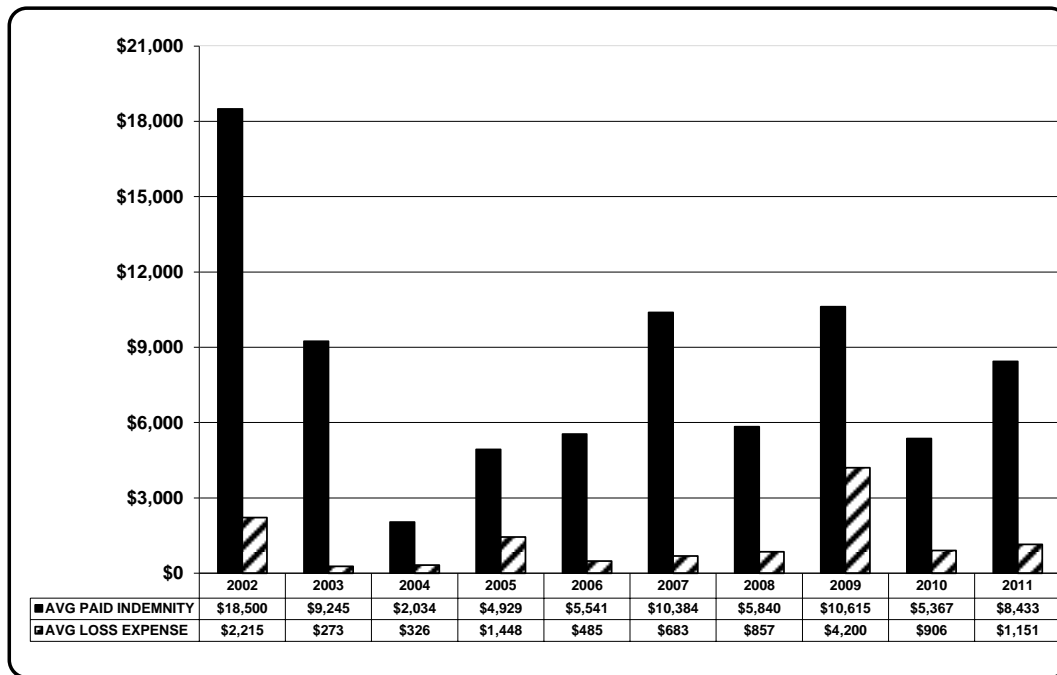


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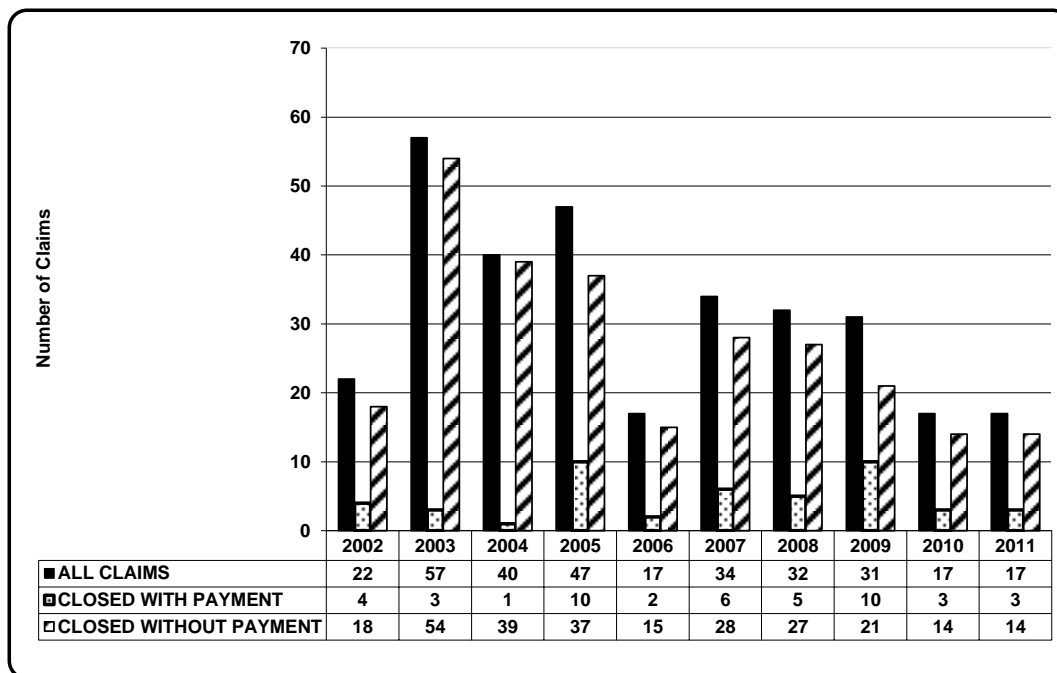


BEFORE FILING SUIT OR DEMANDING HEARING

Average Paid Indemnity & Average Loss Expense

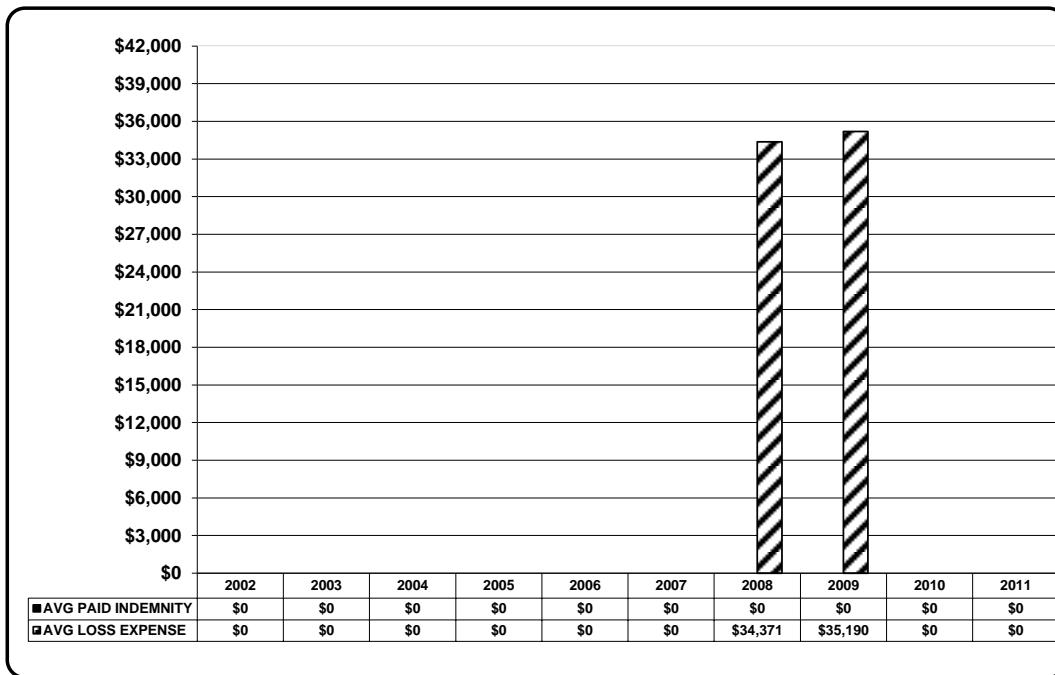


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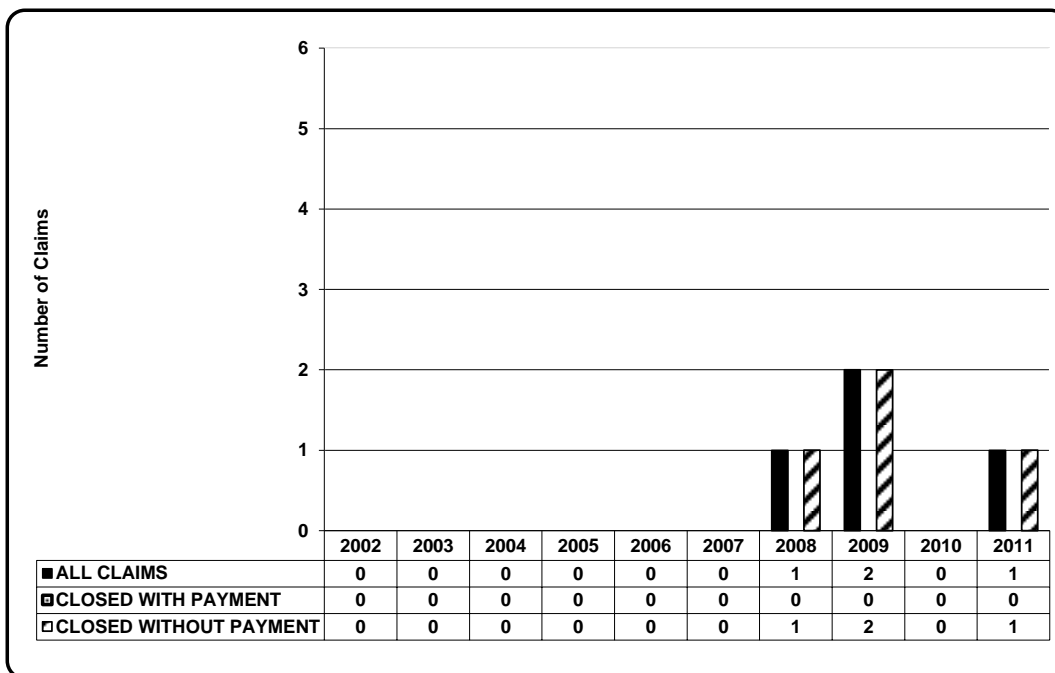


AFTER APPEAL

Average Paid Indemnity & Average Loss Expense

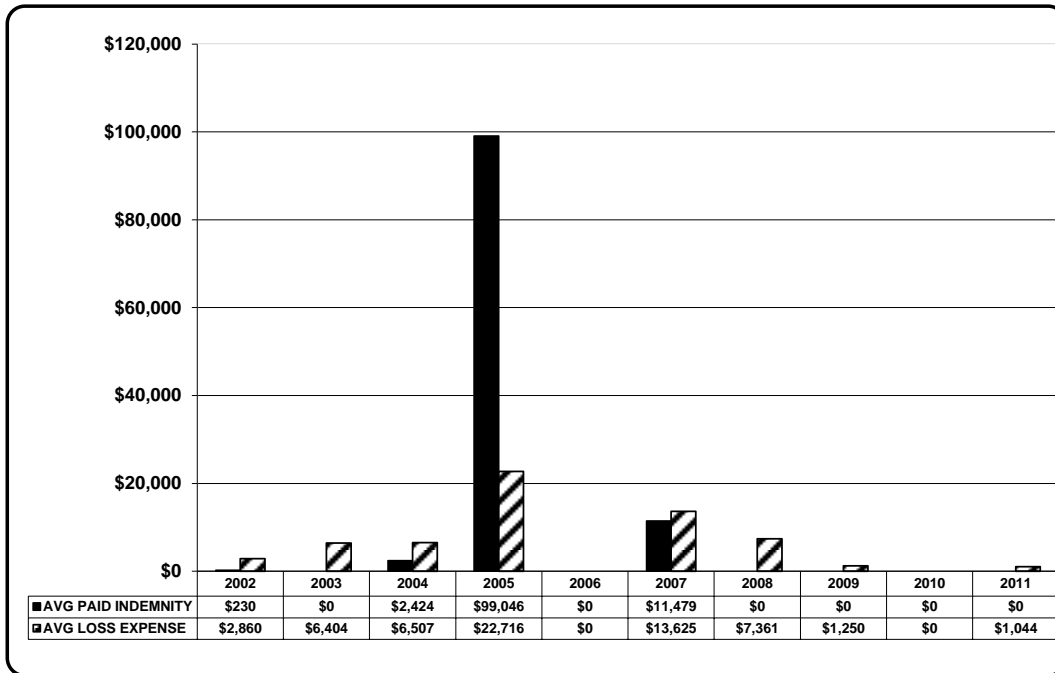


Claim Count

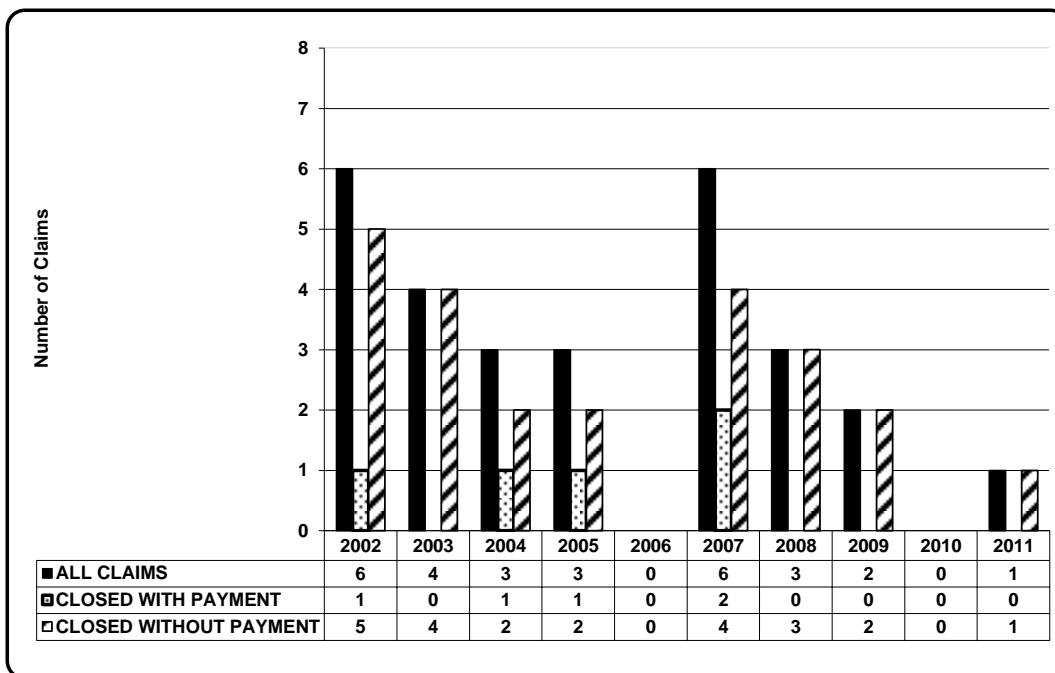


AFTER JUDGMENT, BEFORE APPEAL

Average Paid Indemnity & Average Loss Expense

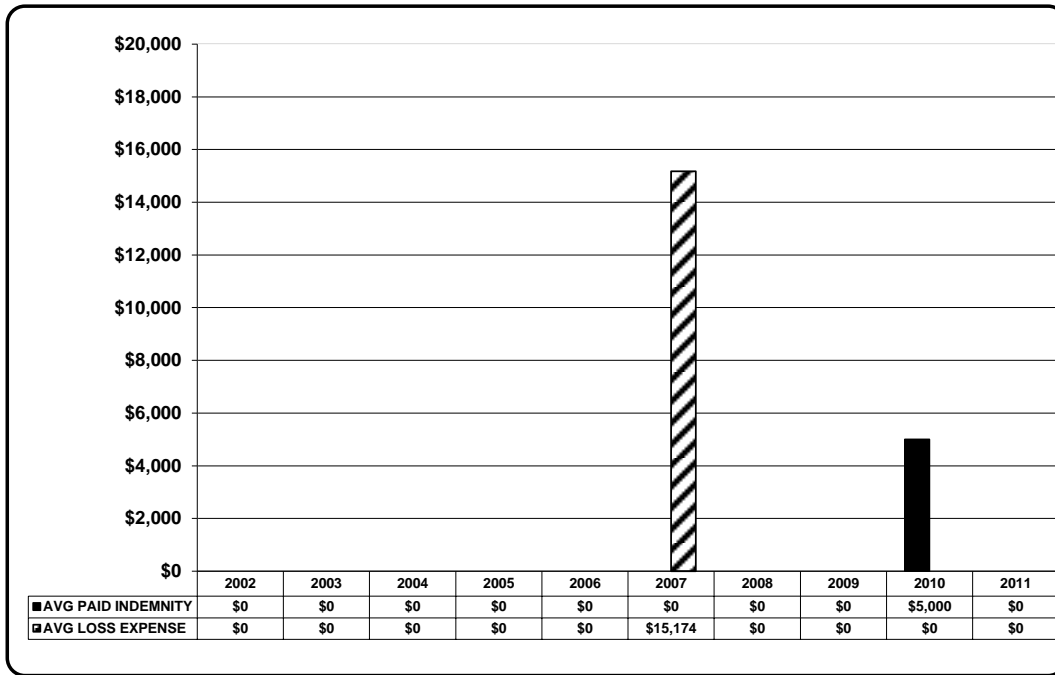


Claim Count

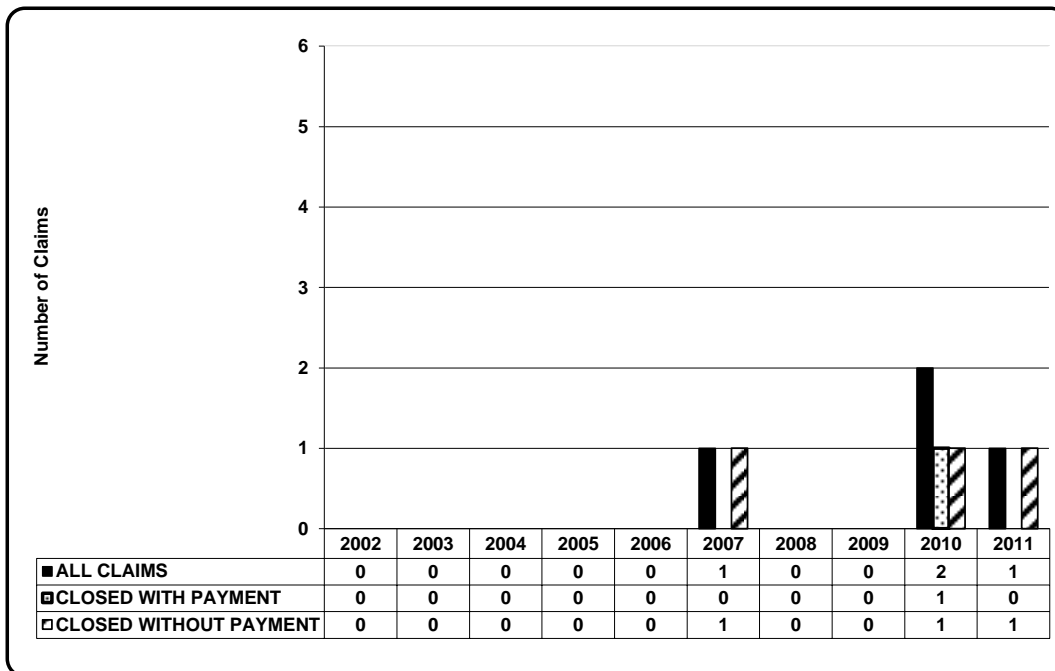


AFTER TRIAL OR HEARING, BEFORE JUDGMENT

Average Paid Indemnity & Average Loss Expense

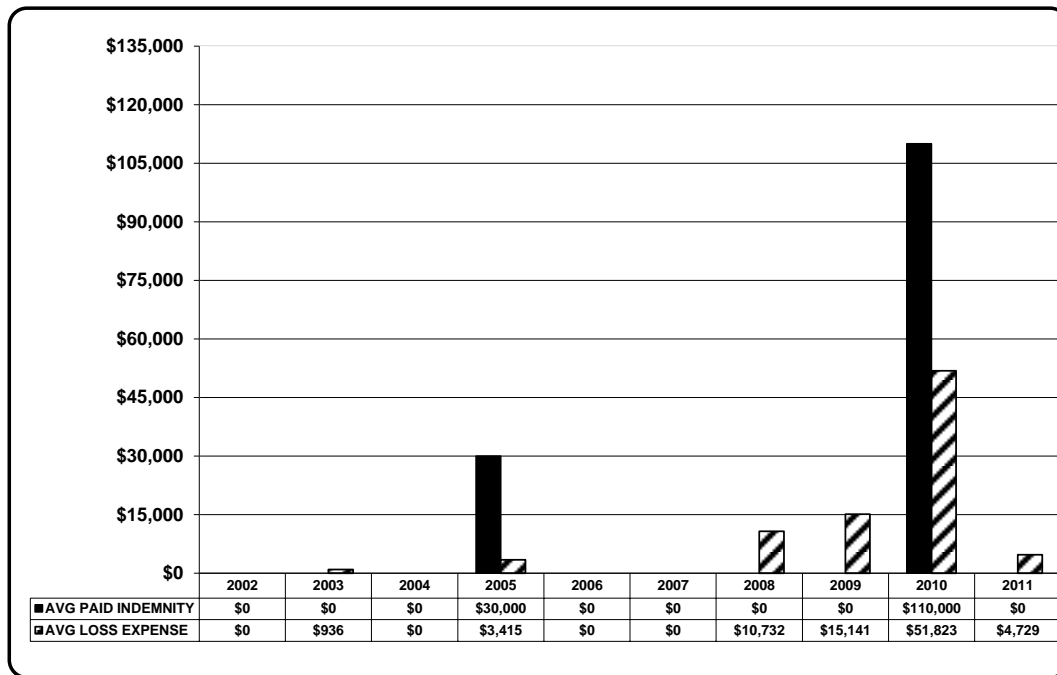


Claim Count

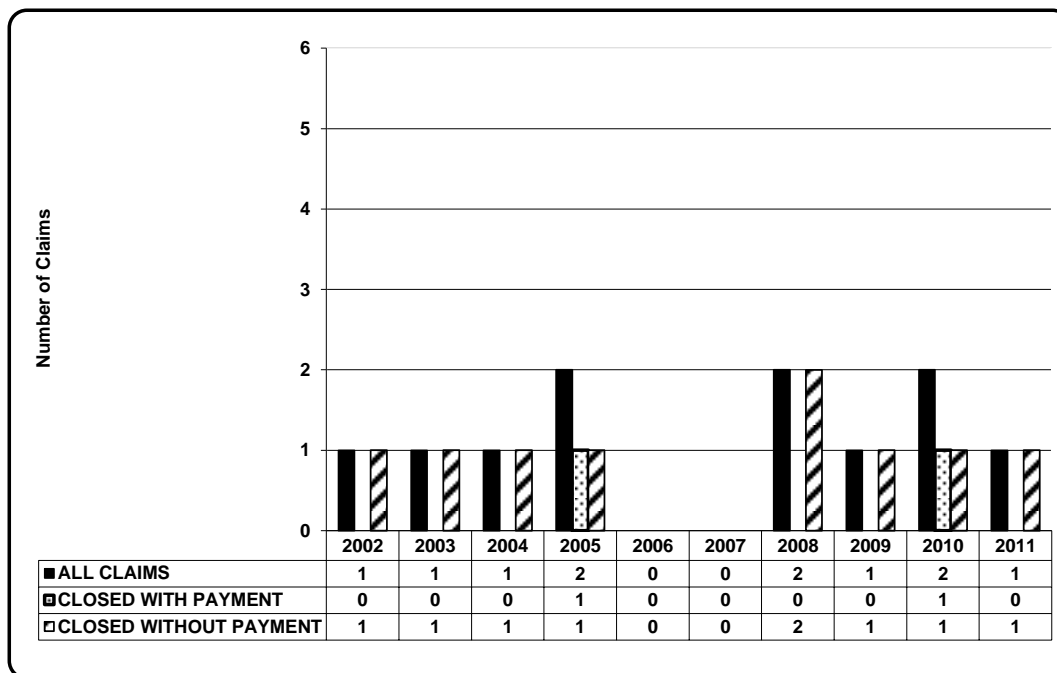


DURING TRIAL OR HEARING

Average Paid Indemnity & Average Loss Expense



Claim Count



**TEN YEAR SUMMARY
&
2011 SUMMARY
BY
YEARS ADMITTED TO PRACTICE**

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

FOR YEARS 2002-2011

YEARS ADMITTED TO PRACTICE	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
OVER 10 YEARS	547	150	66.67%	\$11,759	\$1,763,787	71.29%	\$8,101
4 TO 10 YEARS	248	56	24.89%	\$8,822	\$494,007	19.97%	\$4,328
UNDER 4 YEARS	54	19	8.44%	\$11,382	\$216,258	8.74%	\$5,655
TOTAL	849	225	100.00%	\$10,996	\$2,474,052	100.00%	\$6,843

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

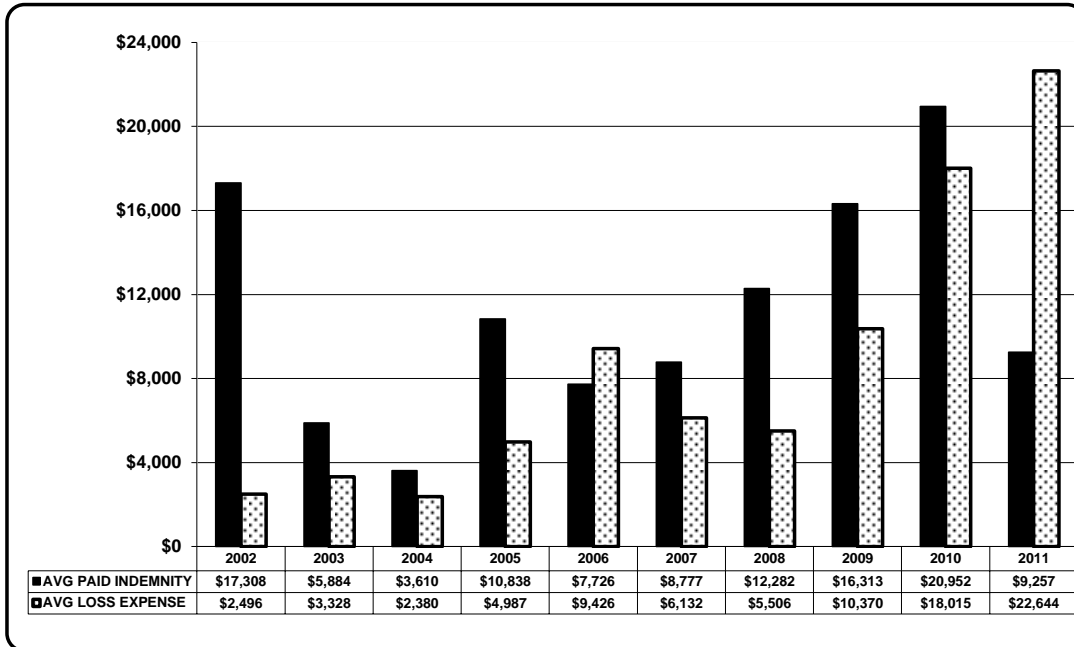
CLAIMS CLOSED IN 2011

YEARS ADMITTED TO PRACTICE	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
OVER 10 YEARS	52	18	75.00%	\$9,257	\$166,633	82.41%	\$22,644
4 TO 10 YEARS	15	6	25.00%	\$5,927	\$35,560	17.59%	\$10,431
UNDER 4 YEARS	4	0	0.00%	N/A	\$0	0.00%	\$4,673
TOTAL	71	24	100.00%	\$8,425	\$202,193	100.00%	\$19,052

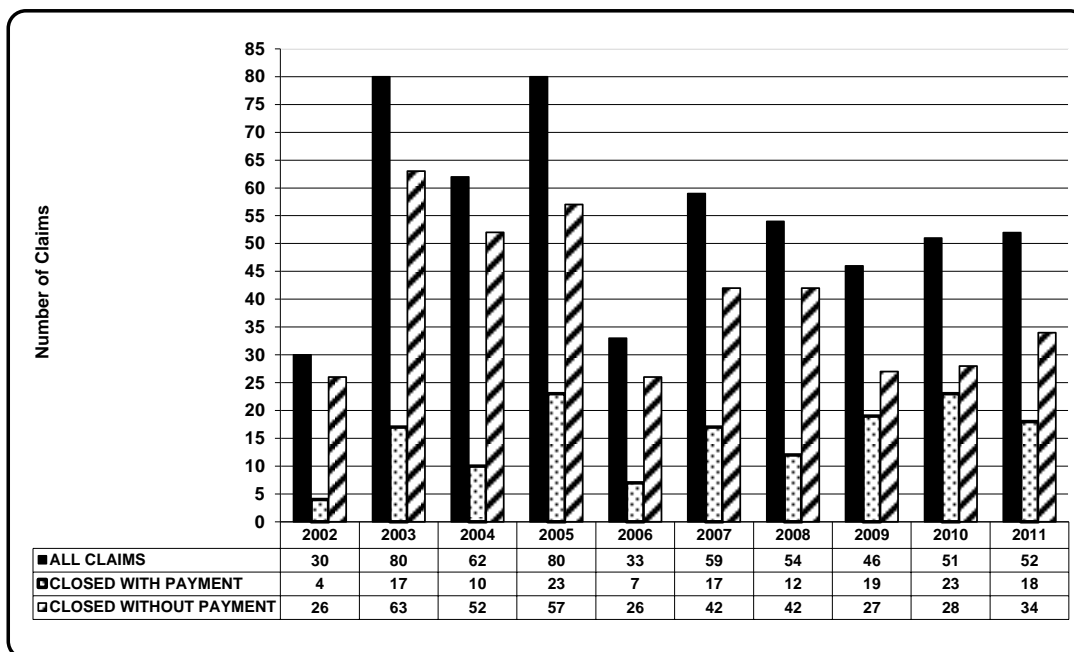
**YEARS ADMITTED TO PRACTICE
TRENDS
OF
2011**

OVER 10 YEARS

Average Paid Indemnity & Average Loss Expense

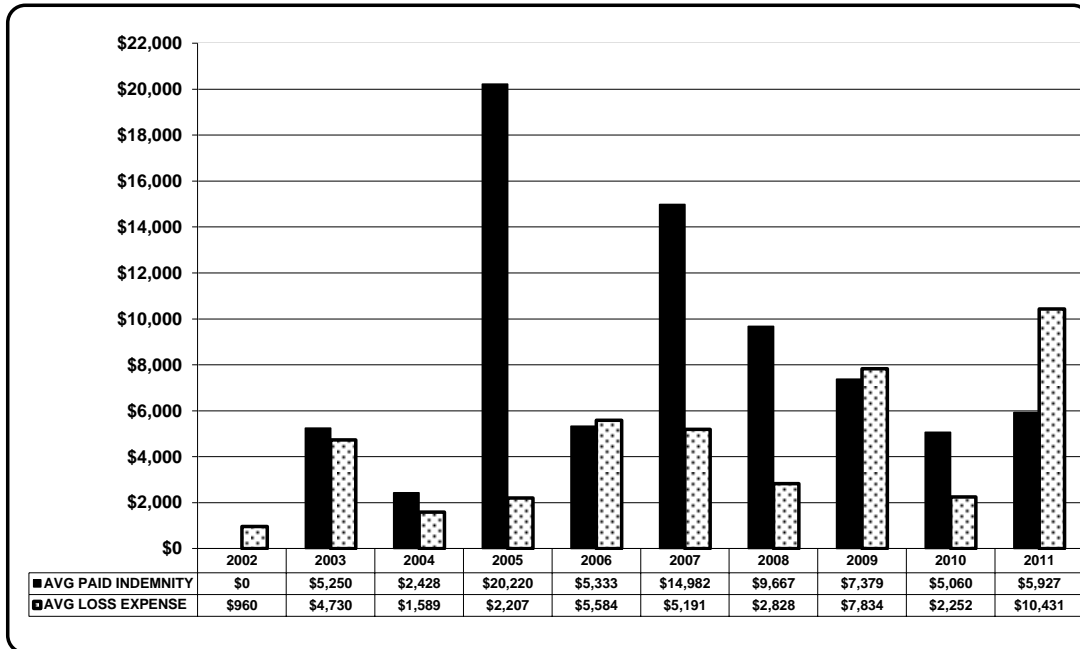


Claim Count

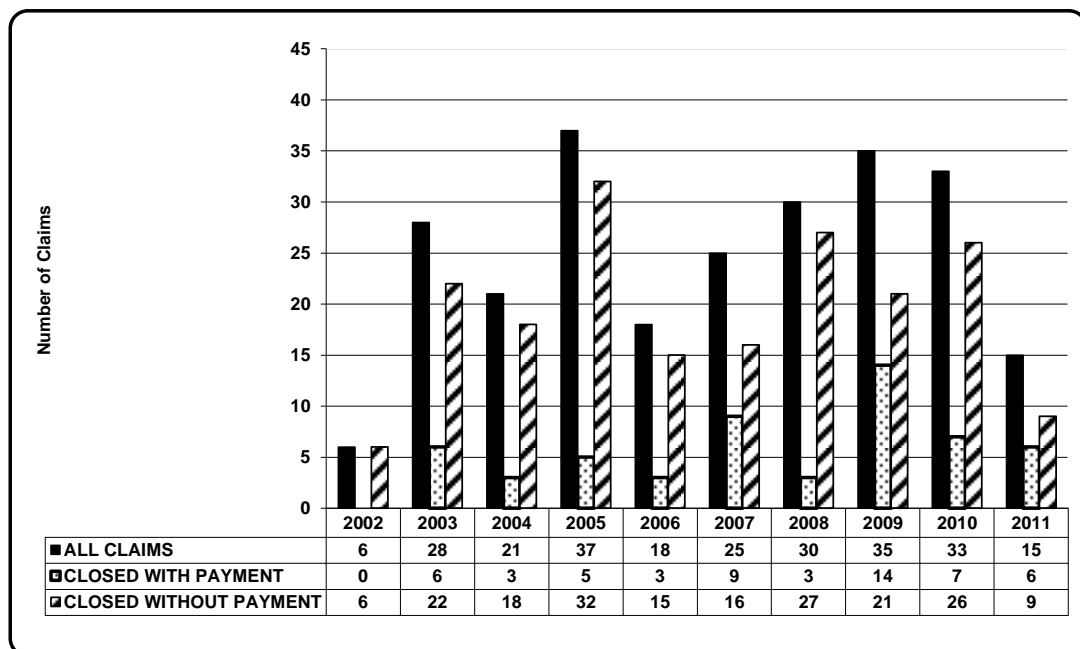


4 TO 10 YEARS

Average Paid Indemnity & Average Loss Expense

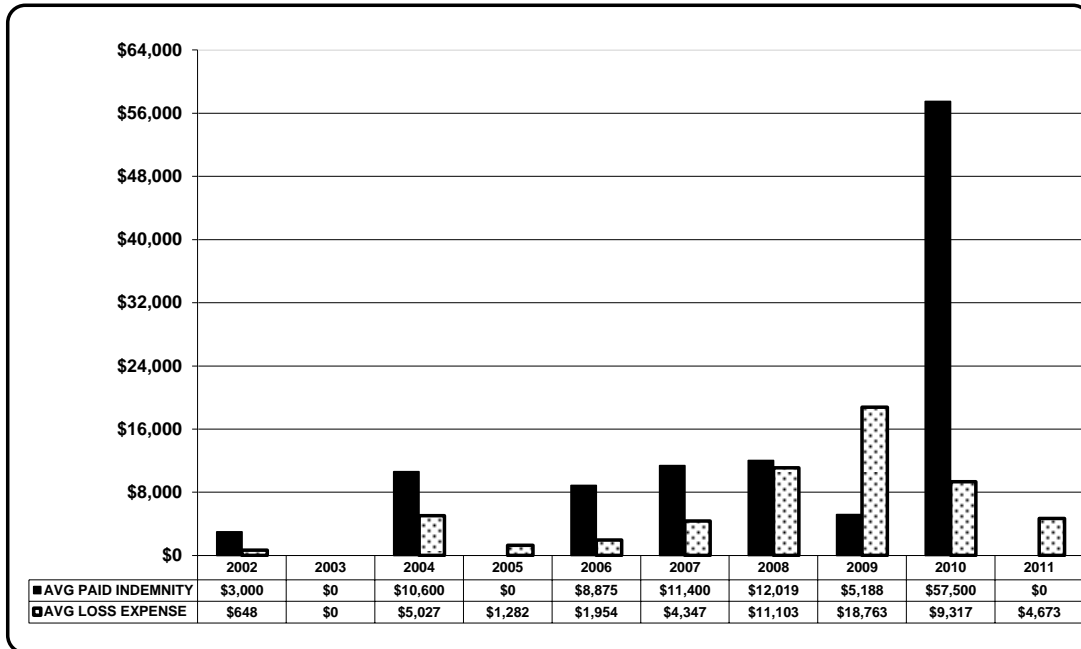


Claim Count

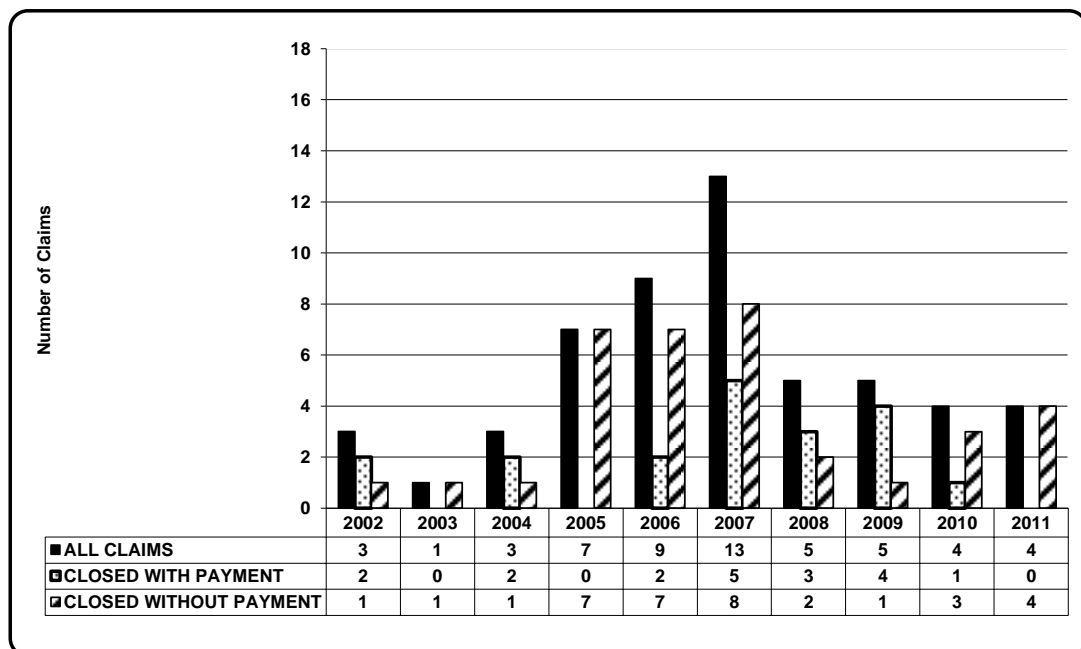


UNDER 4 YEARS

Average Paid Indemnity & Average Loss Expense



Claim Count



**TEN YEAR SUMMARY
&
2011 SUMMARY
BY
INSURED/CLAIMANT RELATIONSHIP**

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

FOR YEARS 2002-2011

INSURED'S RELATIONSHIP TO THE CLAIMANT	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
NON-CONTRACTUAL RELATIONSHIP WITH CLAIM	469	117	52.00%	\$10,576	\$1,237,449	50.02%	\$5,249
CONTRACTUAL RELATIONSHIP WITH CLAIMANT	380	108	48.00%	\$11,450	\$1,236,603	49.98%	\$8,811
TOTAL	849	225	100.00%	\$10,996	\$2,474,052	100.00%	\$6,843

REAL ESTATE MALPRACTICE INSURANCE INDEMNITY ANALYSIS

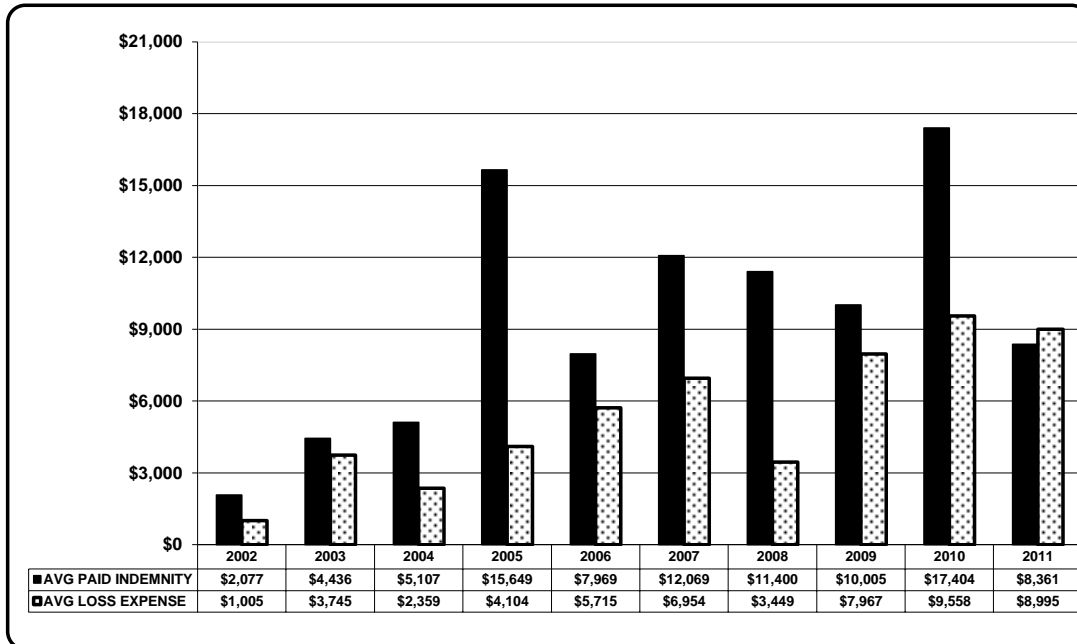
CLAIMS CLOSED IN 2011

INSURED'S RELATIONSHIP TO THE CLAIMANT	ALL CLOSED CLAIMS	NUMBER OF PAID CLAIMS	PERCENT OF PAID CLAIMS	AVERAGE INDEMNITY PAID PER PAID CLAIM	TOTAL INDEMNITY	PERCENT OF TOTAL INDEMNITY	AVERAGE LOSS EXPENSE FOR ALL CLOSED CLAIMS
NON-CONTRACTUAL RELATIONSHIP WITH CLAIM	36	14	58.33%	\$8,361	\$117,060	57.90%	\$8,995
CONTRACTUAL RELATIONSHIP WITH CLAIMANT	35	10	41.67%	\$8,513	\$85,133	42.10%	\$29,396
TOTAL	71	24	100.00%	\$8,425	\$202,193	100.00%	\$19,052

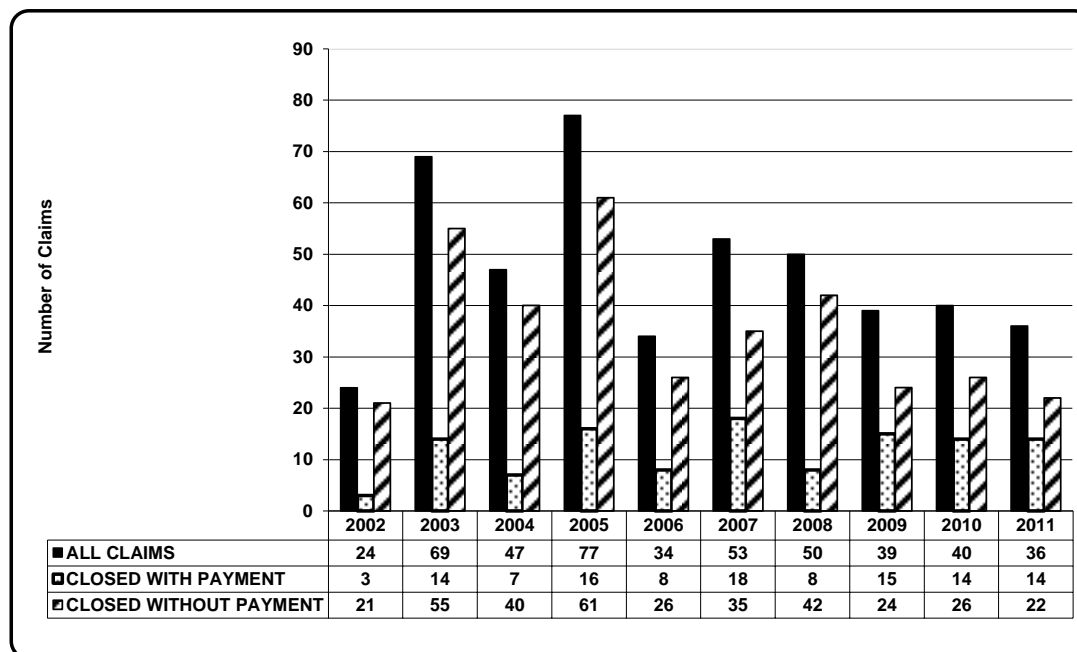
**INSURED/CLAIMANT RELATIONSHIP
TRENDS
OF
2011**

NON-CONTRACTUAL RELATIONSHIP WITH CLAIMANT

Average Paid Indemnity & Average Loss Expense

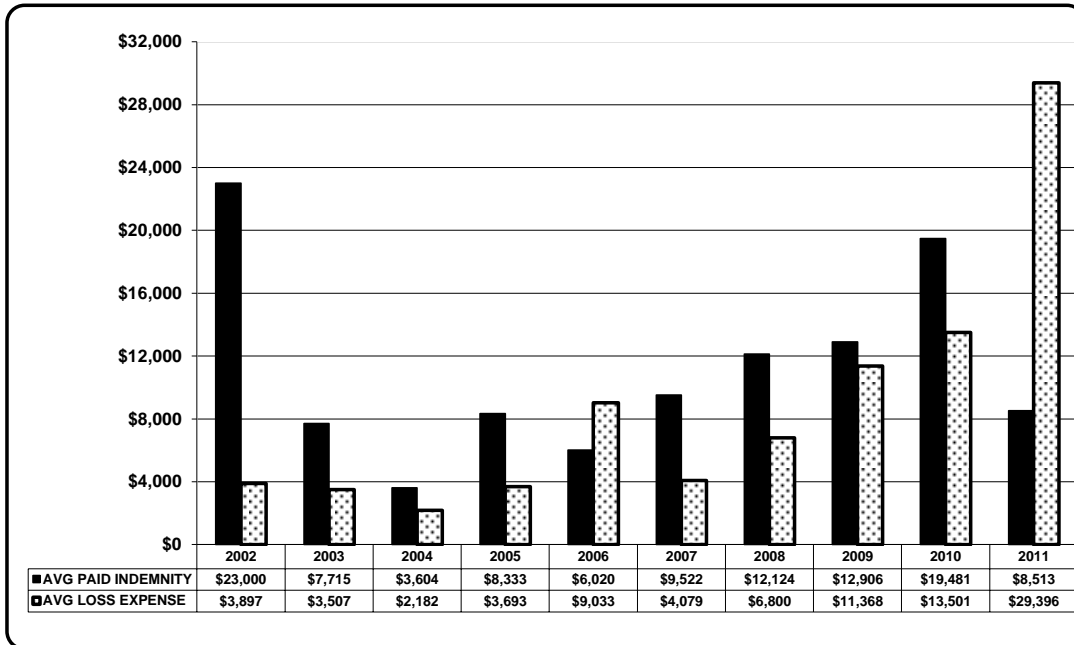


Claim Count

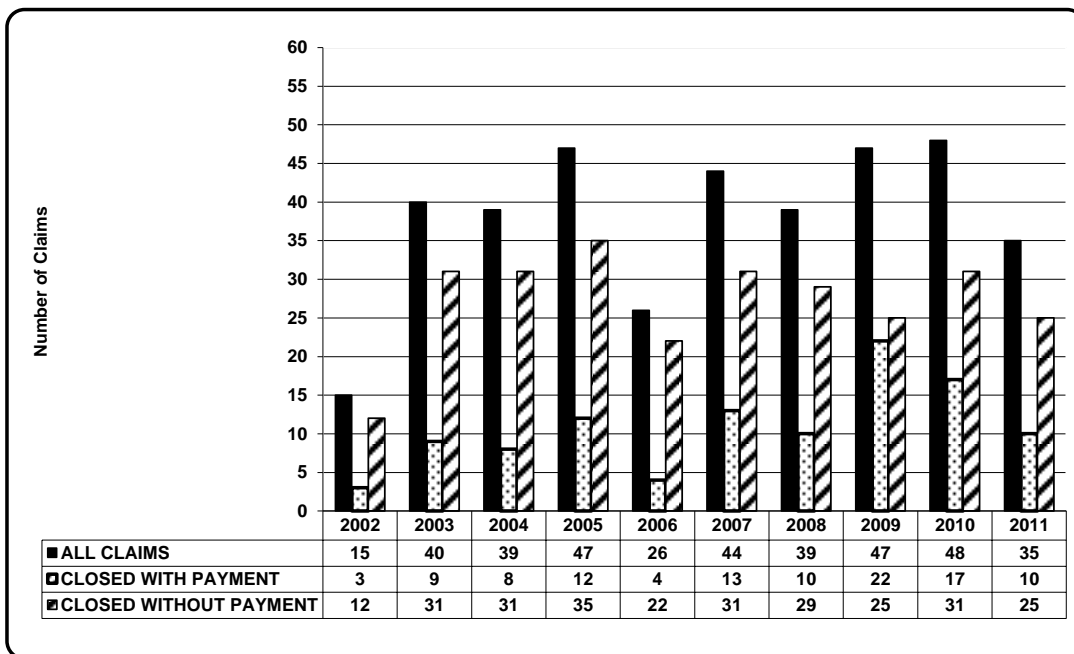


CONTRACTUAL RELATIONSHIP WITH CLAIMANT

Average Paid Indemnity & Average Loss Expense



Claim Count



**PREMIUM
AND
LOSS DATA**

PAGE 19 SUPPLEMENT REAL ESTATE MALPRACTICE EXPERIENCE
WITH MARKET SHARE

2011 EXPERIENCE

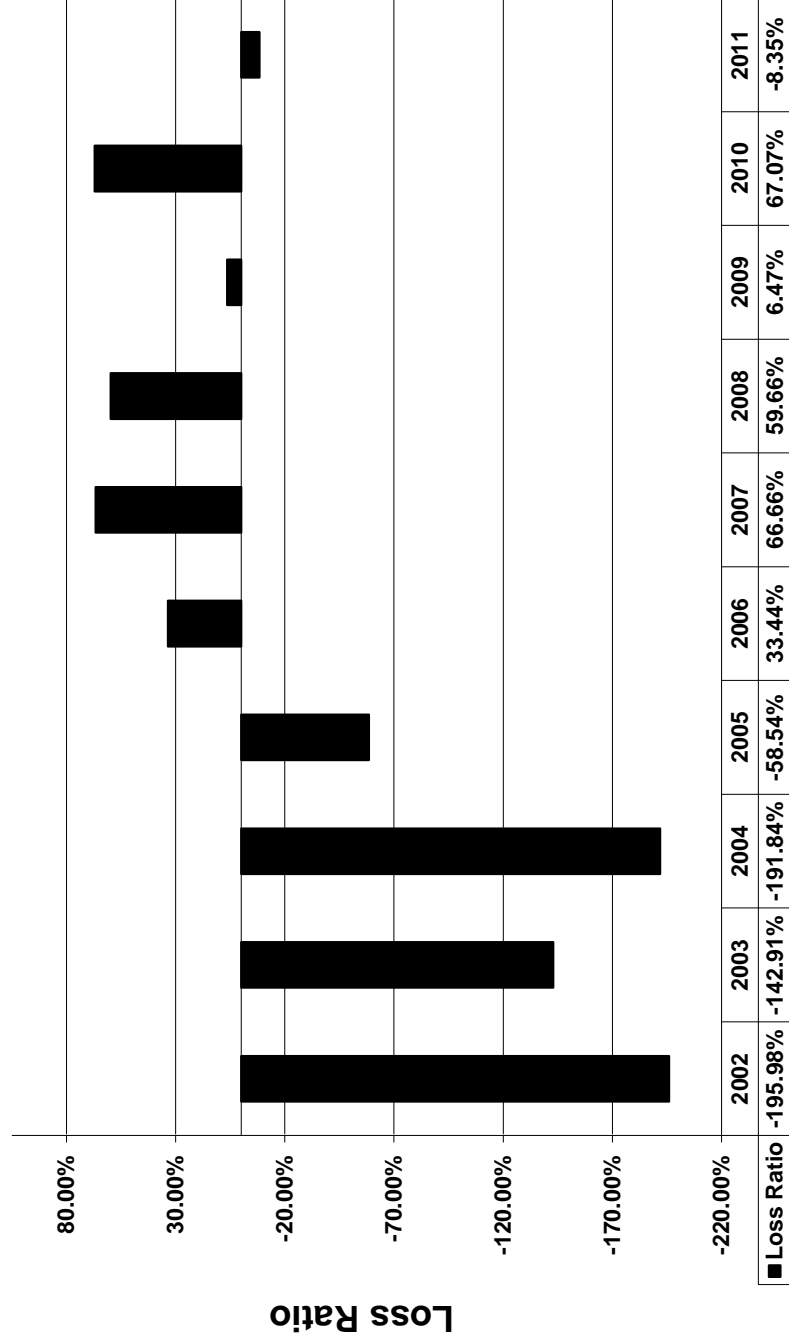
NAIC Company Code	Company Name	Market Share	Written Premium	Earned Premium	Losses Paid	Incurred Losses	Loss Ratio
20443	CONTINENTAL CASUALTY COMPANY	61.37%	\$945,579	\$967,333	\$183,470	\$4,723	0.49%
31194	TRAVELERS CASUALTY AND SURETY COMP ¹	15.35%	\$236,442	\$240,615	\$28,500	\$33,500	13.92%
29459	TWIN CITY FIRE INSURANCE COMPANY	13.65%	\$210,248	\$306,248	\$0	\$5,645	1.84%
22322	GREENWICH INSURANCE COMPANY	5.64%	\$86,870	\$73,528	\$20,000	-\$96,744	-131.57%
25895	UNITED STATES LIABILITY INSURANCE COM	3.62%	\$55,812	\$62,463	\$0	-\$30,095	-48.18%
39845	WESTPORT INSURANCE CORPORATION	0.38%	\$5,821	\$5,793	\$0	\$885	15.28%
24767	ST PAUL FIRE & MARINE INSURANCE COMP ²	0.00%	\$0	\$1,621	\$15,375	-\$56,279	-3471.87%
TOTAL		100.00%	\$1,540,772	\$1,657,601	\$247,345	-\$138,365	-8.35%

PAGE 19 SUPPLEMENT REAL ESTATE MALPRACTICE EXPERIENCE

TEN YEAR SUMMARY

Year	Direct Written Premium	Direct Earned Premium	Direct Losses Incurred	Direct Defense & Cost Containment Expense Incurred	Loss Ratio	Defense Costs	Losses Plus Defense Costs
2002	\$1,106,459	-\$86,912	\$170,332	\$103,499	-195.98%	-119.08%	-315.07%
2003	\$1,502,753	-\$545,691	\$779,853	\$398,228	-142.91%	-72.98%	-215.89%
2004	\$2,195,145	-\$537,235	\$1,030,640	\$461,071	-191.84%	-85.82%	-277.66%
2005	-\$875,718	-\$905,386	\$530,005	-\$98,836	-58.54%	10.92%	-47.62%
2006	\$2,221,705	\$2,361,731	\$789,714	\$740,916	33.44%	31.37%	64.81%
2007	\$2,581,948	\$1,984,075	\$1,322,615	\$666,471	66.66%	33.59%	100.25%
2008	\$1,857,153	\$1,845,056	\$1,100,820	\$1,086,019	59.66%	58.86%	118.52%
2009	\$1,702,926	\$1,953,965	\$126,327	\$723,866	6.47%	37.05%	43.51%
2010	\$1,951,021	\$1,946,261	\$1,305,389	\$300,705	67.07%	15.45%	82.52%
2011	\$1,540,772	\$1,657,601	-\$138,365	\$1,035,042	-8.35%	62.44%	54.09%
5 Year Average	\$9,633,820	\$9,386,958	\$3,716,786	\$3,812,103	39.60%	40.61%	80.21%
10 Year Average	\$15,784,164	\$9,673,465	\$7,017,330	\$5,416,981	72.54%	56.00%	128.54%

PAGE 19 SUPPLEMENT
REAL ESTATE MALPRACTICE EXPERIENCE
TEN YEAR LOSS RATIO SUMMARY



Insurance Consumer Hotline

Contact DIFP's Insurance Consumer Hotline
if you have questions about your insurance policy
or to file a complaint against an
insurance company or agent:

difp.mo.gov

800-726-7390



DIFP

Department of Insurance,
Financial Institutions &
Professional Registration

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PO Box 690
Jefferson City, MO 65102

JULY 2012